DOCUMENT RESUME

ED 139 387 IR 004 663

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TITLE A Survey on Telefacsimile Use in Libraries in the United States. RLMS Micro-File Series, Volume 2.
INSTITUTION American Library Association, Chicago, Ill. Reproduction of Library Materials Section.
PUB DATE May 76
NOTE 103p.; Best copy available

EDRS PRICE MF-$0.83 HC-$6.01 Plus Postage.
DESCRIPTORS *Facsimile Transmission; *Interlibrary Loans; Library Cooperation; *Library Equipment; *Library Networks; Questionnaires; *Reprography; State Libraries; *Surveys

ABSTRACT

This survey of telefacsimile use in U.S. libraries was compiled from questionnaires sent to state libraries during 1975, asking if the libraries were part of a telefacsimile network and/or if they knew of any such network in their state. Responses came from all states with the exception of Kansas, New Jersey and Massachusetts. The purpose of the survey was to ascertain the effectiveness of telefacsimile for interlibrary loan functions. The advantages and disadvantages of telefacsimile use vs. teletype use were given by respondents. Included among the advantages were: (1) the machine is quiet, operates easily, and requires less physical space than teletype; and (2) it is almost half the cost of teletype. Some of the disadvantages included: (1) the success of a telecopier system is much more dependent upon the cooperation of other libraries than a teletype system; and (2) a telecopier requires an attendant for both sending and receiving while teletype does not. Responses to the survey are included and arranged alphabetically by state with pertinent annotations. Reports on telefacsimile operations from various library networks are appended, as are the questionnaire and the names and addresses of organizations that received the questionnaire. (AP)

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American Library Association
Resources and Technical Services Division
Reproduction of Library Materials Section

RLMS Micro-File Series, Volume 2

A SURVEY ON TELEFACSIMILE USE IN LIBRARIES IN THE UNITED STATES

by

Hans Engelke

Prepared under the auspices of the
RTSD RLMS Telefacsimile Committee

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May, 1976

IR004663

PREFACE

A Survey on Telefacsimile Use in Libraries in the United States is issued as the second volume of the RLMS Micro-File Series, and the first study published under the direction of the Publication Committee of the Reproduction of Library Materials Section.

The volume was edited by Hans Engelke, who also conducted the original survey for the RLMS Telefacsimile Committee. The present version of the study is expanded by the inclusion of comments from three librarians directly involved in the operations of some of the telefacsimile systems described in the original survey.

Both the purpose of the study "to ascertain the effectiveness of telefacsimile for interlibrary loan functions," (p. 1) and its pragmatic approach to provide practical and easily applicable information meet the objectives of the RLMS Micro-File Series to offer an informal and direct channel of communication among the individuals involved in reprographic processes of library material.

Dr. Hans Engelke is presently Associate Director of Libraries and Professor at Western Michigan University Libraries, serving that library in various capacities since 1961. He received BM and MM degrees from the Chicago Musical College (1951,52); PhD in Musicology from the University of Southern California (1960), and MA in Library Science from the University of Chicago (1961).

For many years, Dr. Engelke's professional activities have included membership in various committees of the Music Library Association, Michigan Library Association and particularly in the American Library Association, ISAD and RTSD. He also lectures in the Western Michigan University School of Librarianship. His contribution to the first volume of the Micro-File Series[1], and his chairmanship of the RLMS Telefacsimile Committee (1974-76) illustrate the extent of his involvement in reprography.

In presenting this volume, the Publication Committee expresses its gratitude to Dr. Engelke and to all the participants in the study, for their willingness to share their experiences with the readers of this series.

Susan Harrison
Susan Kallenbach
Joseph Z. Nitecki, Chairman,
RLMS Publication Committee

July, 1976.

1. Engelke, Hans, "The Use of the IBM MT/ST Machine in the Labeling and Catalog Production Processes in the Western Michigan University Libraries." pp. 109-126, in Nitecki, Joseph Z. (comp.), Current State of Catalog Card Production. (RLMS Micro-File Series vol. 1) Reproduction of Library Materials Section, RTSD-ALA. Washington, D.C., Library of Congress, 1973. 235 p.

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I.

Report on the Survey

This is a report on the survey of telefacsimile use in libraries in the USA made during 1975, based on a questionnaire sent out by the RTSD/RLMS Telefacsimile Committee. The purpose was to ascertain the effectiveness of telefacsimile for interlibrary loan functions. Conversely, we wished to know whether its potential is being neglected, or whether other methods overshadow its unique features.

The questionnaire was kept simple (at the expense of some desirable information) in the hope that all recipients would reply. Not everyone did, but enough information was gathered to enable us to pinpoint the major use areas in the country. The survey was began in the spring of 1975; questionnaires were sent to all state libraries, asking them to report if they were part of a telefacsimile network and/or if they knew of any such network in their state. By June, only twenty-seven had responded. A follow-up questionnaire was sent to the remainder. Eventually all except Kansas, New Jersey, and Massachusetts replied. Further inquiries were made of other libraries on the basis of information furnished us by the state libraries. These libraries, in turn, sometimes gave us additional leads. Thus, while every effort was made to make the study as complete as possible, some telefacsimile operations are likely to have escaped our notice. However, we hope what has been gathered here will prove to be a reasonably comprehensive and accurate survey.

Since the survey concerns itself with current practices, the historical

development of telefacsimile use in libraries will not be detailed. As a matter of fact, it would be rather superfluous to do so since the topic is nicely covered in a research paper written by Catherine Mary Carr, titled: An Examination of Current Developments and Advertising in the Facsimile Transmission Industry with Reference to the Past and Potential Uses of Facsimile in Libraries. Chapel Hill, University of North Carolina, School of Library Science, 1973. Her adviser was Kenneth Shearer, a member of the RLMS Telefacsimile Committee from 1972 to 1976. This paper also contains a very practical bibliography. Anyone desiring more background information on the subject is advised to see this study.

It is surely correct to say that the original intended use of telefacsimile in libraries is virtually non-existent today; i.e., the transmission of journal articles from one library to another. To transmit one page takes from four to six minutes, far too slow to accommodate current interlibrary loan traffic. Instead, telefacsimile now serves as a vehicle for sending and receiving interlibrary loan requests and messages, and in this respect stands in direct competition with teletype and the telephone. The question immediately arises as to which mode is the best in a given situation. Since this survey was not intended as a comparative study, and we did not survey telephone and teletype use, the answer at this time is rather inconclusive. However, we can examine some observations that have been made and let them speak for themselves. It goes without saying that there are variables which will, to some degree, affect these findings.

If we compare the three systems for speed and cost, a picture like this might result:

Mode	Quantity Transmitted	Time
Telephone	One book title	Thirty seconds
Telephone	One periodical title	One minute
Telefacsimile	One 8 1/2 x 11 sheet	Four minutes, if sending and receiving on idential equipment; otherwise six minutes. The number of items listed on one sheet can run as high as twenty.
Teletype (with paper tape attachment)	One periodical or book title	One minute (includes library identification, sender identification, and citation)

The paper tape attachment on the teletype allows for typing up the messages beforehand. When sending the messages over the wire they are run from the paper tape. Thus what takes two minutes manually is run in about one minute via the paper tape. This reduces the amount of time one would normally spend on the line by about half.

(The above times are averages based on actual operations in the Western Michigan University Library Interlibrary Loan Office.)

It takes little figuring to see that telefacsimile is fastest. In the four minutes that it takes to transmit twenty titles on one sheet via telefacsimile, only eight titles can be communicated via telephone and four by teletype. A telecopier (Xerox Telecopier Model TC 400) also leases for less than a teletype machine (with paper attachment), $46.00 per month versus $79.00 per month. These prices may vary slightly throughout the country, but the difference should be minimal. On a yearly basis then, the telecopier

will lease for $396 less than the teletype.

Thus in terms of speed and cost telefacsimile is less expensive than teletype. Telefacsimile is also faster than telephone if more than eight title requests are being sent at one time. The line charges for telephone and telefacsimile are identical except that the less time spent on transmission the lower the cost. TWX line charges may vary but could be somewhat higher in most areas than telephone rates.

Some further influencing elements, which either contribute to or work against the success of telefacsimile were reported by a number of respondents to the questionnaire and are listed here with added comments by this writer in brackets.

Pro

Many requests can be recorded on one sheet (interloan form). They can be typed or written (a light, black felt pen is best).

Interloan form can be photocopied, cut up, and the various segments distributed to searchers for retrieval of material (The same benefits can be derived from teletype by using two-part paper with carbon. Comes in roll form).

Interloan form can be marked up with replies and sent back to original library.

Same form can be used to query other libraries if a negative reply is received, thus saving typing time.

Verbal comments can be made on requests when transmitting to clarify any special problems or needs.

Has the authority of written communication and the flexibility of voice grade. Essential elements in interlibrary activities.

Can send pictures.

If most of your requests are received by phone, the telecopier would be a great advantage over the telephone.

No transcription of information is required, either onto another form or to a keyboard.

The machine is quiet and easy to operate and requires less physical space than teletype.

Cheaper than TWX, almost half as much. It is also less expensive to add libraries to the circuit with a telecopier system.

Con

TWX is more prevalent; more libraries use it. Hence more practical to use instead of telefacsimile.

In a telefacsimile network the number of times per day that messages can be sent to any one library is severely limited. To operate efficiently a telecopier system must operate on a closely respected daily schedule. TWX traffic can be sent at any time.

Telecopier requires an attendant when both sending and receiving. Teletype requires no monitor for receiving and the incoming messages can be pulled off and acted upon at the discretion of the staff schedule. Teletype therefore gives greater flexibility in scheduling.

The success of a telecopier system is much more dependent upon the cooperation of other libraries than a teletype system.

With the present equipment it is not possible to send a universal telecopier message--that is, to communicate with all circuit libraries simultaneously.

Staffing was not mentioned as being a problem. Presumably if there is already an interlibrary loan office no additional personnel is required if a new transmission mode is introduced. Also, nothing was said about the loss of messages during telefacsimile transmission. As manufacturers improve the quality of their machines, and as library personnel gain more experience with them this no longer seems to be the problem it once was.

The rate of use of telefacsimile varies greatly among libraries, anywhere from one message per day to 600. Thus the justification is based more on service than cost. Some libraries, however, have switched from teletype to telefacsimile because they could not justify paying increasingly higher teletype charges for their low volume. This indicates that cost does get some consideration, but apparently only in a vague manner, since beyond this there is no evidence that anyone has ever tried to justify the service in these terms. The approach toward telefacsimile use in general has, with few exceptions, been a very informal one, which explains in large measure why so few permanent systems are operating at present, and why it is so difficult to make an effective assessment of its worth, both in terms of cost and convenience. Of the major telefacsimile operations today none have been in existence longer than four years, except the Pennsylvania State University network which started in 1966, but ceased May 1975. A number of short-term experiments have been run over the years, mostly of three-months duration. This is far too little time to prove a system's worth. Thus it should come as no surprise that most of these experiments were considered unsuccessful. However, there are also other reasons for the unsuccessful runs: The interlibrary loan traffic frequently did not warrant such a system; the purpose of telefacsimile use was not clear; the library groupings (types of libraries) were wrong; or there were misunderstandings between the libraries. Basically, though, it is a problem of successfully orientating librarians to a new medium. Behind the many reasons usually given for an unsuccessful experiment one can generally

discern an unwillingness to adapt to new methods and ideas. Those networks have been successful and are still operating are normally those which were mandated by a higher authority and operated by that agency.

Thus the true potential of telefacsimile has yet to be exploited. It has been widely, but perhaps erroneously, assumed that telefacsimile cannot accommodate heavy usage; this has tended to inhibit large-scale experimentation. One of the most important factors for a successful operation is the proper design of the request forms, each form accommodating the maximum number of titles, and different forms for specific purposes. The Michigan State Library Facsimile Communications Network bases its success in large part on its forms (see Appendix C). The library has received as many as 600 requests per day via its two 3M Model 600 VRC Remote Copiers (equipped with automatic answer, receive and disconnect features, capable of receiving data unattended, and transmitting and receiving simultaneously) which is evidence that the potential for large-scale operations is there.

However, the biggest hurdle for telefacsimile to overcome is the predominance of TWX over the years when no other transmission mode was available. Now that it is well entrenched there is no compelling urge on anyone's part to switch to telefacsimile. The fact that TWX is so prevalent is the strongest point in its favor and creates a serious obstacle for telefacsimile. We know, for example, that a number of states have TWX networks: Arizona, Iowa, Louisiana, Nebraska, Ohio, Oklahoma, and South Dakota. There may be others; those listed here volunteered this information in

their responses to our questionnaire. Several expressed an interest in supplementing their TWX systems with telefacsimile. Some libraries in fact already do this. However, this does not portent any new direction, but represents an attempt to get the best from two media.

There are some new developments which could affect both TWX and telefacsimile use in libraries. For example, line charges for TWX have been raised to the extent that they sericusly affect continuation of service in some areas. This could drive a number of agencies to telefacsimile, an occurrence that has already taken place in California. In another direction we have OCLC (Ohio College Library Center) developing an interlibrary loan subsystem within its network of over 700 libraries in thirty-five states. This system will utilize the CRT terminals already housed in the member libraries and would eliminate the need for TWX or telefacsimile. Delivery of materials would, of course, depend upon traditional methods. However large, this system would not necessarily be all encompassing; it would represent only one part of the national interlibrary loan scene.

This, then is the basic picture. Telefacsimile could be as effective as teletype, probably more so, but the opportunity to prove it on a large scale has not been forthcoming. Reduced transmission time might be the catalyst for starting a serious trend toward telefacsimile. Already there are promises of transmitting letter-sized copies in two minutes, twice as fast as at present. One company even boasts a thirty-five second

delivery time. When these machines are commercially produced and prove reliable in actual practice, and if the cost is comparable to machines presently in operation, then it will be difficult to avoid utilizing them. Telefacsimile line charges would be reduced by half. Compared to teletype the new copiers could transmit a sheet of twenty requests in the time it takes teletype to send two. And if delivery time actually drops to thirty-five seconds it might even merit transmitting journal articles. However, the articles would have to be photocopied and then fed into the telefacsimile copier for transmission. It remains to be seen how good an image can be produced in this fashion. But once that hurdle is overcome we can perhaps look forward to the ultimate: a machine that will transmit directly from the journal itself, in the manner that we now make photo copies. This type of telefacsimile machine was actually manufactured in Japan several years ago, but its fate is unknown. Nevertheless, the fact that it has been done is a good indication of what we can perhaps expect in the future.

Coming back to the present we will see in Chapter II how under-utilized this medium has been to date. It is hoped that this survey will shed some light on the misconceptions and help make it a more viable interlibrary loan tool.

A note of thanks is due to several people who made unique contributions to this survey: To Erlinda Rolls, Interlibrary Loan Librarian, Western Michigan University; Raymond E. Mahoney, Head of Information Services

Section, Michigan State Library; and H. Rollin Lloyd, Interlibrary Loan Department, Pennsylvania State University Library for their reports on telefacsimile operations in their respective libraries (Appendix A). To Idelle Port, formerly Library Systems Specialist, California State University and Colleges; and David E. Leveille, Associate Director, Learning Services Development, California State University and Colleges for furnishing us with the Instructions and Guidelines of the California State University and Colleges Facsimile Transmission Network (Appendix B). Thanks are due to all those who took the time and effort to respond to the questionnaire. A special note of appreciation goes to my secretary, Mrs. Ruth Mary Burns, for her very able assistance in typing and setting up this paper.

And finally, this writer wishes to express his gratitude for the encouragement and support received from the members of the RLMS Telefacsimile Committee.

II.

Telefacsimile Use in U.S. Libraries,
Arranged by State, with Pertinent Annotations

Alabama — No

Alaska — Yes — A new system is just starting in southeast Alaska to serve special education needs. No further details available at present.

Arkansas — No — University of Arkansas, Fayetteville, had telefacsimile at one time, but dropped it. No explanation given.

California — Yes — The California State University and Colleges (CSUC). Members and the dates they joined are:

California State University, Fullerton	July 1972
California State University, Long Beach	July 1972
California State University, Los Angeles	July 1972
California State Polytechnic University, Pomona	July 1972
California State College, San Bernadino	July 1972
California State College, Dominquez Hills	July 1972
California State University, San Diego	November 1972
California State University, Northridge	November 1972
California State University, Chico	January 1975
California State Polytechnic University, San Luis Obispo	January 1975
California State University, Fresno	February 1975
California State University, Humboldt	February 1975
California State University, Sacramento	March 1975
California State University, San Francisco	March 1975
California State College, Sonoma	March 1975
California State College, Stanislaus	March 1975
California State University, San Jose	not known
California State University, Hayward	not known
California State College, Bakersfield	not known

The system started on a pilot basis among six state universities in the greater Los Angeles area in July 1972. By November two others had joined. An evaluation in May 1973 recommended continued usage of telefacsimile, but using the Xerox 400 telecopier instead of the Graphic Sciences DEX 180. In 1975 the telefacsimile network was expanded to all nineteen CSUC libraries.

The purpose of the network is to facilitate inter-system borrowing of materials. It is important to note that

California (Con'd.)

undergraduate borrowing is allowed within the system. Each library has one Xerox 400 telecopier except the Chancellor's offices in Los Angeles and Sacramento, where Xerox 410 copier are used. To identify holders of wanted materials the following lists are checked by all libraries before requests are sent out:

1. California State Library Union List of Periodicals on Microfiche.

2. California State University and Colleges Union List of Periodicals.

3. A listing of Library of Congress card numbers (LCCN) for book materials held in the nineteen libraries of the CSUC.

From the responses received it appears that usage is average, between ten to twenty requests received and sent per day, the rate being somewhat higher in the greater Los Angeles area. The load factor for incoming and outgoing traffic seems to be about equal, thereby putting no undue burden on any one institution. Some libraries, such as Chico, also plan to use TWX to borrow from the University of California, Davis, what they can't get from the state universities. There is courier service in and around Los Angeles and extending down to San Diego. Shipments of books and journal articles outside of this region are sent by mail, UPS, Greyhound Parcel Service, or by air. The network is funded from each library's budget; it is not clear if the libraries received additional funds to cover the expense of machine rental, supplies, and line charges.

The telefacsimile service is not exclusively a library function. Administrative messages are also transmitted between the various campuses. Although the telecopier is usually located in the interlibrary loan offices, in some cases they are in the Library Director's office and even in the President's office. See Appendix B for further information on this system.

The nineteen campus CSUC system should not be confused with the University of California and its nine campuses. The latter is not involved in this telefacsimile network.

California (Con'd.)

The Rand Corporation, Santa Monica, has a Xerox 400-1 available for library use. The telecopier is located in the company's communications office. Used for library purposes only when their TWX is not accessible. Minimal use. When material is needed they utilize SCILL (Southern California Inter-Library Loan Network).

SCILL (Southern California Inter-Library Loan Network); headquartered at the Los Angeles Public Library. A LSCA Project which began operation fiscal 75/76. No information received from them yet.

Inland Library System, San Bernadino. A somewhat unusual teletype-telefacsimile combination public library system with eleven member libraries in three counties, and a subsystem called SIRCULUS (San Bernadino, Inyo, Riverside Counties United Library Service) which is an intertype library network operating as an LSCA project of Inland.

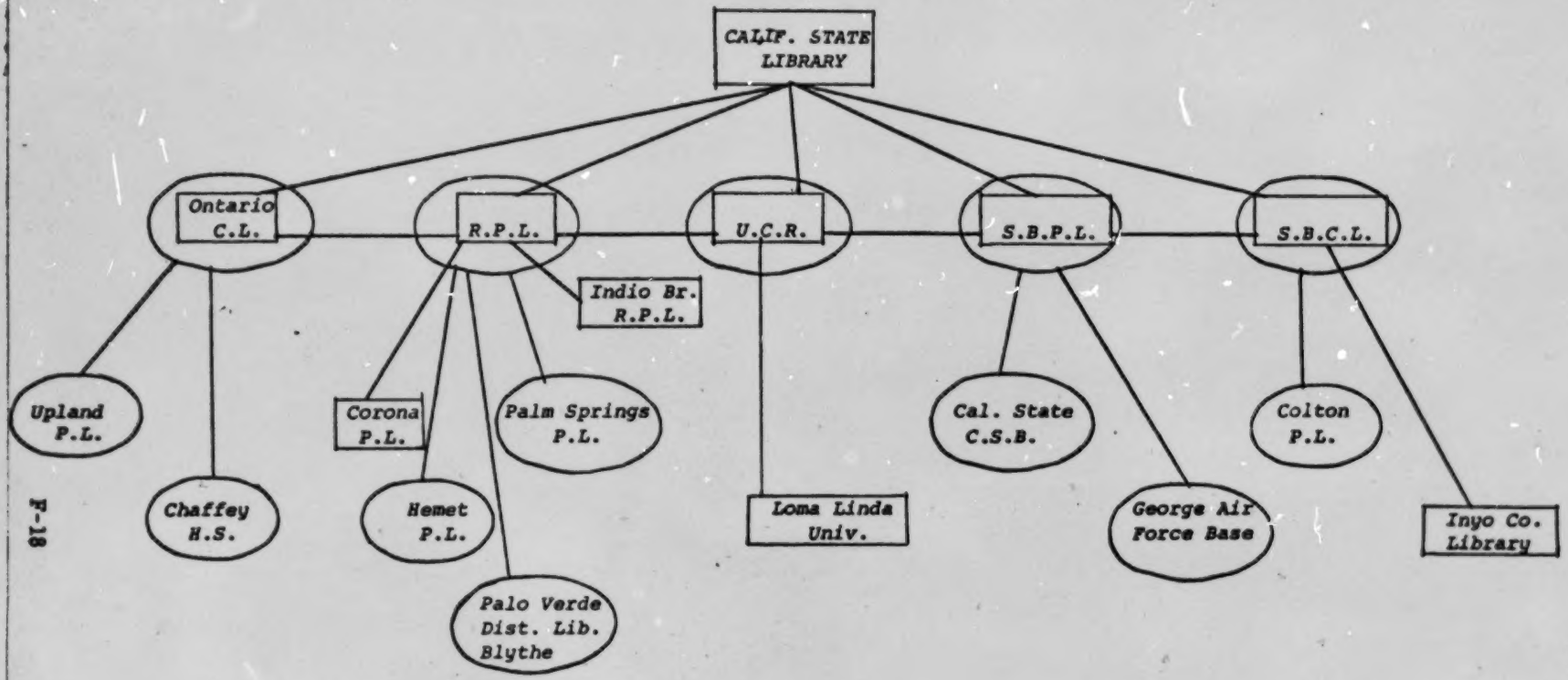
This is an instance where teletype is being replaced by telefacsimile because of the increasing charges for TWX. Inland's communications system has functioned for years with teletype, but when their tenth member, Hemet, was due to receive telecommunication service the Executive Council decided, because of increasing TWX costs, to experiment with telefacsimile between the Hemet and Riverside Public Libraries. Two Xerox 400-1 telecopiers were installed in September 1975. The satisfactory results led them to replace TWX machines at three of their smaller member libraries with Xerox 400-1 telecopiers on April 1, 1976. Another library will have its TWX replaced by telecopier by July 1, 1976. These smaller libraries will feed into the four larger libraries, which will then operate a TWX roundrobin search of their collections.

SIRCULUS was funded from July 1, 1975 to June 30, 1976, but did not begin actual operations until December 1975. Its Board of Directors decided to install telecopiers instead of TWX machines at certain libraries. These installations were made in February and March 1976.

The use of telefacsimile with these two systems is still rather low at present (ca. one or two per day per library).

The accompanying chart shows the structure of the systems.

EXISTING ILS AND SIRCULS
COMMUNICATION SYSTEM



F-18

TWX +

TELECOPIER *

Supported by ILS
Colton *
Corona +
Hemet *
Inyo +
Ontario +
Palm Springs *
Riverside + *
S.B.C.L. +
S.B.P.L. +
Upland *

Supported by SIRCULS
Chaffey High School *
Ontario *
Palo Verde *
U.C. Riverside + *
S.B.P.L *
S.B.C.L. *
George AFB *

Locally owned or Supported
Cal State, S.B. *
Indio +
Loma Linda U. +

California (Con'd.)		The California State Library used telefacsimile with selected libraries (mostly special libraries) from 1971 to 1973. The service received insufficient use and was discontinued.
Colorado	Yes	Central Colorado Library System, headquartered at Aurora. There are five libraries in the system, averaging about 300 transactions per month at present. Xerox 400 telecopiers are used. However, Graphic Science machines will be tested in five other libraries in the system soon. Funded from each library's budget. No further information available at present.
Connecticut	No	The Education Resources Center of the ACES (Area Cooperative Educational Services) in New Haven is planning to use telefacsimile as one component of its delivery system. The Connecticut State Library ran a three-month telefacsimile experiment in 1971 which was deemed unsatisfactory.
Delaware	No	
Florida	No	
Georgia	No	
Hawaii	No	
Idaho	No	The Idaho State Library plans a telefacsimile experiment in the near future.
Illinois	No	
Indiana	Yes	Telefacsimile is used between Earlham College and the Richmond Public Library, both in Richmond. Two functions: (1) Earlham sends its requests to the Richmond Public which sends the requests to the State Library via TWX; (2) The Richmond Public serves as an area resource center (using TWX). The requests they cannot fill are sent to Earlham via telefacsimile. If Earlham cannot fill the requests, they go to the State Library via TWX.
Iowa	No	The State Library Commission of Iowa conducts its interlibrary loan business with teletype and WATTS line. They are interested in supplementing this service with telefacsimile.
Kansas	Unknown	
Kentucky	Yes	The Medical School Library, University of Kentucky, apparently utilizes telefacsimile. No further information available at present.

Kentucky (Con'd.)		The State Library conducted a six-month experiment two years ago. It was declared unsuccessful. However, the library will run another experiment with three telecopiers in 1976.
Louisiana	No	Telefacsimile was demonstrated to participants in the Louisiana Rapid Communications Teletype Network a few years ago. The consensus was that an additional network could not be justified.
Maine	No	The State Library experimented with telefacsimile and found it did not care for it.
Maryland	No	
Massachusetts	Unknown	
Michigan	Yes	SWELP (Southwestern Michigan Education Library Project) Consortium. An interliorary loan network for all public, county, community college, college, and university libraries in a sixteen county area of southwestern Michigan, headquartered at Western Michigan University. Began in 1968. All requests sent to WMU via teletype or telephone (collect). Average about fifty requests per day. Originally state funded; now paid from the library's budget. In February 1974 WMU and the heaviest users began using telefacsimile to take the load off the phone call It does not substitute for TWX, which is also used. Each library has one Xerox 400-1: Western Michigan University, Kalamazoo Kalamazoo Public Library Berrien County Library, Benton Harbor Aquinas College, Grand Rapids Kent County Library, Grand Rapids Grand Rapids Public Library Hope College, Holland Requests received and sent out on telefacsimile at WMU average 200 per month. All materials are sent via UPS. The Michigan State Library Facsimile Communications Network. Organized July 1974 by the State Library. Includes some twenty library systems in Michigan and the Interlibrary Loan Access Offices at the University of Michigan and Michigan State University libraries. The

Michigan (Con'd.)

regional systems and the headquarter city for each system are:

State Library, Lansing
Central Michigan Library System, Mason
Chippewa Library League, Mt. Pleasant
Detroit Associated Libraries, Detroit Public Library
Grand Traverse Area Library Federation, Traverse City
Huron Valley Library System, Ann Arbor
Kalamazoo Area Library System, Kalamazoo Public Library
Kent County Library System, Grand Rapids
Lakeland Library Federation Grand Rapids Public Library
Library Network of Macomb, Mt. Clemens
Library System of Southwestern Michigan, Benton Harbor
Mid-Eastern Michigan Library Cooperative, Flint
Mid-Michigan Library League, Cadillac
Mid-Peninsula Library Federation, Iron Mountain
Muskegon County Library System, Muskegon
Northland Library System, Alpena
Raisin Valley Library System, Monroe
White Pine Library System, Saginaw
Blue Water Library Federation, Port Huron
Superiorland Library System, Marquette
Wayne County Federated Library System, Wayne
Willard Library System, Battle Creek

It was originally a "hot-line" system, whereby libraries would phone in their requests to the State Library collect. Telefacsimile was introduced to ease the telephone communication. Twenty-one 3M Model 600 VRC remote copiers are used. The system is federally funded, to be subsidized from each library's budget when the grant expires, possibly with some state aid. Each headquarter library for each regional system receives requests from its constituent libraries (average about twelve per regional system) via mail or telephone. What can't be filled at this level is sent via telecopier to the State Library. The latter reports on the status of the request to the sending library via telecopier, but sends the materials by mail directly to the requesting library except to the following cities, where a state mail truck is used: Battle Creek, Jackson, Grand Rapids, Saginaw, Kalamazoo, Detroit, and Ann Arbor. Usage is average to heavy for each regional system headquarters: from two per day to as high as fifty per day. The State Library may receive as many as 600 requests per day from all the regional systems.

Michigan (Con'd.)		A second network was added in April 1976 serving twenty-two Educational Media Centers (REMC) which, in turn, serve all the public school districts in the state. These centers contain books, journals, and multi-media materials and equipment beyond what is available in the individual districts. What the centers themselves cannot furnish to their districts they request from the State Library via telefacsimile. The State Library sends a status report to the center; the material goes to the school district. This facsimile communications network is a high use, two-way traffic system for the State Library, but for the individual regional libraries and media centers it is a medium use, one-way traffic (to the State Library) system. The State Library feels that a good part of the system's success is attributable to the design of their forms. Specific forms are used for the various types of requests. Also, a large number of titles can be listed on one form which greatly reduces transmission time (see Appendix C). Both the SWELP Consortium and the State Library Network libraries inter-communicate freely as necessary. Initially, there were some difficulties transmitting requests between Xerox and 3M telecopiers, but these have been resolved.
Minnesota	No	
Mississippi	No	
Missouri	Yes	There are three groups in the state that use telefacsimile for internal purposes. (1) The Daniel Boone Regional Library, Columbia utilizes four telecopiers, one in the Main Library, one in the branch library, and one each on two bookmobiles, for the purpose of locating material within the system. Has been operating since May 1973. Heavy use, about 150 requests received and sent out daily. Materials are sent by mail and courier. (2) The St. Louis County Library uses nine telecopiers (headquarters and eight branches) for locating material within the system. Graphic Science telecopiers are used.

Missouri (Con'd.)		Very heavy use, about 300 requests handled daily. Delivery to requesting branch by library truck. (3) The Kansas City Public Library has tied together the Main Library and thirteen branches with telefacsimile for locating material within the system. Medium load, about 200 requests per month. Delivery is twice daily to requesting branch by truck. Federally funded. Continuation being evaluated. The Missouri State Library experimented with telefacsimile at some time in the past, but is currently not using it.
Montana	No	
Nebraska	No	The Nebraska Library Commission utilized telefacsimile in the past, but cancelled out last year. TWX and the telephone are used exclusively at present.
Nevada	Yes	Seven libraries are involved: Nevada State Library, Carson City University of Nevada, Reno University of Nevada, Las Vegas Elko County Library, Elko Humboldt County Library, Winnemucca White Pine County Library, Ely Western Nevada Community College Learning Resource Center, Carson City The system is a combination of TWX and telefacsimile. Seven Xerox 400-1 telecopiers are used. Requests are sent via TWX; responses and materials are received via telefacsimile. The State Library, however, sends its materials by mail. Humboldt and White Pine send their requests to Elko via telefacsimile. If Elko can't fill them it sends the requests to the State Library via TWX. Low usage in the smaller libraries, about two per day. Federally funded until June 1976. Continuation undecided.
New Hampshire	No	
New Jersey	Unknown	
New Mexico	No	As a special communications project, Xerox telefacsimile machines were installed in six public libraries in New Mexico and the State Library. At the end of the

New Mexico (Con'd.)		grant period (FY 1974/75) the libraries involved were given the choice of continuing or not, at their own expense. All, including the State Library, elected to remove the machines due primarily to lack of use. Generally no more than 12-15 pages per month were transmitted between the State Library and all other libraries and many of those did not necessarily require the telefacsimile machine. At present there are no libraries using the machine in this state.
New York	No	The New York State Library operated a telefacsimile network between fifteen libraries within the state from January 1967 to March 1968. Discontinued for several reasons, among which was a wrong combination of libraries.
North Carolina	No	The Wake County Public Libraries started using telefacsimile between headquarters and the two busiest branches in December 1973. Dropped in February 1975.
North Dakota	No	
Ohio	Yes	The Toledo-Lucas County Public Library uses telefacsimile for its community information and referral service, and TWX for communicating requests to and from other libraries in the state. The State Library uses TWX, but is considering telefacsimile.
Oklahoma	No	The Oklahoma Department of Libraries operates a teletype network.
Oregon	Yes	Originally nine libraries were included in the network: Oregon State Library Dallas Public Library Monmouth Public Library Newberg Public Library Salem Public Library Chemeketa Community College Library Woodburn Public Library McMinnville Public Library Silverton Public Library The first four dropped out of the network in July 1975. This is a small system. The Salem Public Library serves as the resource center. Five Xerox 400 telecopiers are used. Federally funded. Will not continue when grant

Oregon (Con'd.)		expires unless a local tax levy can be voted in. Low usage, about two requests per day per library. Material sent by courier.
Pennsylvania	No	The Pennsylvania State University Libraries Network. Began in 1966 and ceased in May 1975. During its most active period the network included the Pennsylvania State University main campus, most Pennsylvania State University commonwealth campuses, and the National Agricultural Library. Requests were sent to the Pennsylvania State University main campus via telefacsimile; materials were sent out by mail and an inter-library delivery service. Requests per day averaged about thirteen. Magnafax, Graphic Science, and Telecopier machines were used at various times. For a more detailed statement see Appendix A.
Rhode Island	No	
South Carolina	No	The South Carolina State Library conducted a three-month experiment in telefacsimile communication with the Charleston and Greenville County libraries in 1967. A report on this project was published in July 1967 and is available in the ERIC document collection (ED 026 074).
South Dakota	No	The South Dakota State Library uses TWX.
Tennessee	Yes	There is a telefacsimile connection between the TVA in Knoxville and the Washington, D.C. office available to the TVA library. It receives infrequent use.
Texas	Yes	The Texas State Library is considering a three-month experiment in telefacsimile this winter. The Dallas Public Library is conducting a one-year experiment in telefacsimile with one of its branch libraries and the following libraries: University of Dallas; Atlantic Richfield Co.; Ennis Public Library; and the Richardson Public Library. One Xerox 410 and five Xerox 400-1 telecopiers are used. State funded. Requests are called in by phone and sent by telefacsimile.
Utah	Yes	The Salt Lake County Library uses telefacsimile between headquarters and five branches. Started December 1974. Five Xerox 400 telecopiers are used in this sytem. Funded from the library's budget. Low usage, about three requests per week. Requests are both received and sent via telefacsimile.

Vermont	No	The Vermont State Library in Montpelier conducted a telefacsimile experiment with its five regional libraries in St. Johnsbury, Georgia Center, Berlin, Dummerston, Rutland, and the University of Vermont Library, from May 17 through August 6, 1974. The experiment was considered unsuccessful.
Virginia	No	
Washington, D.C.	No	
Washington (State)	No	
West Virginia	No	
Wisconsin	Yes	The University of Wisconsin-Stout, located at Menomonie, has a telecopier. It is not known with whom they communicate. They use a Xerox 400. Low usage, about six requests sent and received per week. Materials sent to requesting libraries by mail.
Wyoming	No	

APPENDIX A

Reports on Telefacsimile Operation from Participants

1. SWELP (Southwestern Michigan Educational Library Project)

   Erlinda Rolls, Western Michigan University Library

2. The Michigan State Library Facsimile Communications Network

   Ray Mahoney, Michigan State Library

3. The Pennsylvania State University Libraries Network

   H. Rollin Lloyd, Pennsylvania State University Library

A library considering a telefacsimile network for interloan purposes should take into account a few vital points. The volume and nature of the requests generated by the patrons of a library should be considered. Telecopiers are much less well equipped to handle a large volume of requests. Unless the automatic model is being used (which increases the expense almost twice as much) it is necessary to manually feed paper into the telecopier sheet by sheet. With twx it is possible to send or receive an unlimited number of requests.

The nature of the interloan requests that are generated should also play a part in deciding on the type of telefacsimile equipment that will be used in the transmission of interloan requests. If the requests are of the type that most interloan requirements can be met through local or regional networks, then a telecopier unit would be ideal. A telecopier network makes it much more feasible for smaller libraries to make highly efficient usage of regional and state-wide networks, since libraries can communicate not only with their regional or state access points, but with each other. This increase in lateral communication of interloan requests might help to alleviate some of the pressure on the larger libraries within a system. However, since access to larger research institutions via telecopier is fairly limited at this time, a telecopier network would be restrictive if there is a need to communicate a large volume of requests on a regular basis to institutions of this kind. With twx there is the capability of immediate access to libraries and organizations throughout the world.

The major consideration of course, is the cost. Twx can be two or more times as expensive as telecopier equipment. The only way to justify

this cost is by a large volume of requests, since cost per transaction is inversely related to volume of transactions. Our monthly charges for twx range from $112 to $198 per month. In 1974-75, the number of requests that we generated by twx resulted in a direct cost of $.66 per request.

Here at Western Michigan University, we utilize both twx and telecopier. We have had twx for eight years, and telecopier for two. We use twx to transmit requests to the larger libraries within the state (University of Michigan, Michigan State, etc.) and to at least 40-60% of the out-of-state libraries that we borrow from. Our telecopier is used to receive requests from the six heaviest borrowers in our SWELP system. Prior to our installation of a telecopier, we received requests from all of our SWELP libraries by phone. Having a telecopier has drastically reduced the staff time necessary to receive interloan requests. We have devised a single form for book, periodical, or subject requests, on which fifteen items can be transmitted in a 4 - 6 minute period. There is no longer the aggravation of spelling things out over the phone, or using a half hour to write out a lengthy list of requests. However, our interloan services at Western depend heavily on twx. As stated above, approximately 40-60% of the requests that we send out are requested by twx. We communicate with some 30-50 libraries throughout the country on a regular basis. I feel that our services would be severely curtailed without the use of twx.

I see telecopier systems as being an opportunity for smaller libraries with limited budgets to interface with other systems and networks, and with each other. As more states are forming consortiums, networks, etc. telecopiers can play a major role in these systems. Smaller libraries can be linked to each other, and to regional libraries; regional libraries

can be linked through telecopier to large public libraries; the large public libraries to the state libraries; state libraries could then be the interface via twx to the academic library systems. I do not see telecopiers replacing twx for medium size to large academic institutions. The volume and nature of the requests is such that a telecopier network as it is now constituted would not satisfy the needs of these institutions.

Erlinda S. Rolls
Interlibrary Loan Librarian
April, 1976

MICHIGAN DEVELOPS
A NEW COMMUNICATION NETWORK

By Raymond E. Mahoney
Head, Information Services Section
State Library Services
Michigan Department of Education

A facsimile communications network for transmitting book title, subject and periodical requests has enabled us to significantly improve our information services. At the same time, considerable clerical time has been freed for other duties in our Circulation Unit.

In use for one year, the network links our library, 19 system headquarters libraries which serve 490 public libraries statewide, three regional libraries for the blind and physically handicapped, Western Michigan University at Kalamazoo, and one public library at Bloomfield Hills.

Briefly, the primary components of the network include a leased 3M Model 600 VRC Remote Copier which is located in Michigan State Library's Circulation Unit, leased Model 603 portable VRC Remote Copiers in the participating libraries; and standardized, 8-1/2 x 11 book title, subject and periodical request forms which were designed by Mrs. Virginia Root, departmental executive of our Circulation Unit and the person in charge of the facsimile communications network.

All of the Remote Copiers used have the capability of transmitting and receiving printed, typewritten or handwritten documents, graphics or photographs over conventional telephone lines, in our case a wide area telephone service (WATS) line. Reproduction is made in the Remote Copier's receiving mode by means of an electrostatic imaging process which provides clearly, legible, permanent copies.

The Model 600 in our office is equipped with automatic answer, receive and disconnect features and can receive data unattended. Unlike the Model 603 portable units, it can transmit and receive simultaneously.

Each library in the facsimile communications network is assigned a specific time of day to transmit its requests to us, and to receive status reports from us on previous requests.

One-day service is average for book title queries, with three to five-day service being normal for periodical and subject requests. The network is in operation almost constantly from 8 a.m. to 3 p.m. five days a week, with 3 to 5 p.m. being reserved for headquarters libraries to make transmissions they may have missed during their regular time period.

In practice, a participating library types its request forms in advance, calls in on our WATS line at the assigned time, places their telephone in the cradle of their portable Remote Copier, and feeds the forms into the unit one at a time. The rest is automatic. Transmission time per form is from three to six minutes, depending upon the length of the completed form.

Frequently, while our Remote Copier is receiving a transmission from one participating library, we simultaneously are transmitting status reports on a previous request to another.

In all cases, pages of a transmission coming in to us are numbers "1 of 3, 2 of 3, 3 of 3" etc. so we may verify that all material transmitted has been received. Also, a daily record is maintained on the origins and types of requests received.

A key factor in the success of the entire system is the design of the three request forms, which gives them time-saving, multi-purpose utility. We provide quantities of these printed forms to all libraries in the network. On all three forms, the requesting library enters its identifying code number and the date of request.

Book Title Form

Additional information on the book title form, which has 20 request blocks, includes the title of the book being requested and an indication of whether the requestor wants an interloan from the University of Michigan or Michigan State University in the event we don't have the book in our collection.

After processing all of the requests on the book title request form and marking each request with the appropriate symbol to indicate whether it has been filled and, if not, the reason, the Circulation Unit transmits the original form back to the requesting library.

Subject Request Form

The subject request form, which has eight request blocks, identifies the subject to be researched; whether the patron is an elementary student, high school student, or adult; and the intended use of the materials.

Upon being received in our Circulation Unit, the telephone-transmitted form is photo copied. The individual request blocks are then clipped out of the photo copy and distributed to reference librarians for processing.

As the various requests are filled, this information is recorded on the original master form. If a request cannot be filled, this also is noted and the master is then transmitted back to the requesting library for their information. On the subject requests that we are able to fill, the clipped request blocks are mailed with the materials to identify them.

Periodical Request Form

The periodical request form, with 10 request blocks to a page, identifies the magazine issue date and volume number, article title, and the numbers of the pages to be reproduced. If an interloan is desired, this is indicated simply by checking a box. The procedure for processing this type of form is the same as that used for subject request forms.

No service fees are charged against libraries participating in the facsimile communications network, although a nominal charge is made for periodical copying if it exceeds a maximum of 50 pages per day.

Three months after the network began operations, a questionnaire was sent to all participants, asking for their reactions to the new service and also their suggestions or recommendations. Verbal reports have been solicited every three months since. From the beginning, librarians throughout the state have been lavish in their praise of the facsimile system.

From their point of view, it assures them faster and more accurate processing of their book title, subject and periodical requests. The troublesome phonics problem that is inherent in extended telephone conversations has been eliminated.

From our point of view as the nerve center of the network, the accuracy of facsimile is much appreciated. Additionally, the seven persons on the Circulation Unit's staff are free to carry out other duties, rather than be tied to a telephone.

Before the facsimile communications network is inaugurated, five persons spent four hours a day taking requests over the telephone. That didn't leave much time for processing the requests and record keeping.

Now, although every employee in the Circulation Unit is familiar with the operation of the Remote Copier, only one person is required to make transmissions to participating libraries. No one need attend incoming transmissions. In addition, the Circulation Unit now requires one less employee.

For all concerned, the facsimile communications network has removed much of the drudgery and a good many of the irritations and frustrations that were a part of our old manual system of handling book title, subject and periodical requests.

AMERICAN LIBRARY ASSOCIATION

RTSD RLMS Telefacsimile Committee Survey

Comments on Pennsylvania State University Libraries Networks

H. Rollin Lloyd

The Pennsylvania State University Libraries first moved toward establishing a telefacsimile network by the installation in 1966 of single Datafax units in three libraries, the main campus at University Park, the Capitol Campus at Middletown, and the King of Prussia Graduate Center. Copy quality ranged from illegible to fair, with most of the readable copy being received at Capitol Campus. Since we were unable to determine whether the machines or the telephone lines were the source of the difficulties, it seemed wise to pursue another course in organizing a network among the locations we wished to serve.

In 1967 the Datafax machines were replaced by Telecopiers, and during 1967 and 1968 machines were placed at a number of the commonwealth campus libraries. Usage of the machines was promoted strongly, and at a few campuses fairly heavy traffic developed with some of these campuses asking that the copied material be sent to them by Telecopier. Responding to these requests was very demanding of time, not only because of the amount required for normal transmission, but also because of the frequent reruns necessary to assure adequate quality of the copy received.

We installed several Magnafax machines (some as new installations and others as replacements for Telecopiers) so that we might compare them with the Telecopier I's. The Magnafax machines were later models than the Telecopier I's and showed certain improvements over them. In other cases, where problems with particular units seemed to merit it, we replaced Telecopier I's with Telecopier II's and experienced some advantages from the change.

Comparison showed the Magnafax copysets to be superior and the Magnafax machines to be quieter, but the Magnafax latches were hard to close, and the Xerox (Telecopier) carriers were easier to handle and were more substantial. Uncertain copy quality, maintenance problems, and demands on staff time caused many of the campuses to minimize use of the machines, but even so the accumulated demand on University Park telephone lines and personnel was heavy.

In May 1971, for further comparison testing, we replaced nine of the telefacsimile machines with Graphic Science Dex I machines. Since the latter were not compatible with the Telecopier and Magnafax units, the main library at University Park had to maintain both a Graphic Science and a Magnafax machine. By the fall of 1971 we had concluded that the disadvantages of the network outweighed its benefits, and during the period from October 1971 through mid-January 1972 all commonwealth campus library machines were removed from service.

Late in 1971 the administration of the commonwealth campuses contracted to establish a telefacsimile network connecting four locations on the main campus at University Park with the administrative offices at sixteen of the commonwealth campuses. Included among the telefacsimile machines at University Park were single units at the administration building and at Pattee Library. This latter unit was used in much the same way as the earlier library machines.

Comments on Pennsylvania State University Libraries Networks

This administrative network began operation in January 1972 using Magnafax machines which were replaced by Telecopier 400-I's in mid-1973. The network was terminated in May 1975 by the commonwealth campuses office of academic affairs on the basis of its high cost in relation to its efficiency and in anticipation of a substitute communications network. Such a network has been started using magnetic card typewriters. At present it is used only for administrative purposes, and the library is not involved in its operation.

APPENDIX B

The CSUC (California State University and Colleges)
Facsimile Transmission Network

1. Instructions and Guidelines
2. Telefacsimile Use Patterns in the CSUC Libraries
3. Map of the CSUC Institutions

THE CALIFORNIA STATE UNIVERSITY AND COLLEGES

FACSIMILE TRANSMISSION NETWORK

Instructions and Guidelines

Revised March 1975

OFFICE OF THE CHANCELLOR

LIBRARY DEVELOPMENT AND SERVICES

5670 WILSHIRE BOULEVARD - LOS ANGELES, CALIFORNIA 90036

F-38

FACSIMILE TRANSMISSION NETWORK

INSTRUCTIONS AND GUIDELINES

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FOREWORD

In June, 1972, six California State University and Colleges agreed to expand and extend the use of their library collections to students, faculty, and staff members of their institutions. The Mutual Library Use (MLU) Agreement, Appendix A, was approved by the Presidents of the six institutions and became effective July 1, 1972. By November 1, two other California State Universities had joined the original six.

One of the objectives of the agreement is to reduce the time usually required to execute inter-library loans made within the State University and College system. This goal can be achieved through the use of rapid communications to transmit inter-library loan requests and responses and the use of courier services to deliver requested materials.

A rapid communications network, using facsimile equipment and telephone lines (ATSS lines when available and appropriate), was established on a pilot basis among the eight participating libraries. At this point in time this network has been expanded to include eighteen system libraries.

GENERAL INSTRUCTIONS FOR PROCESSING INTERLIBRARY REQUESTS VIA TELEFACSIMILE

All interlibrary loan requests among libraries having access to the telefacsimile network should be made via facsimile equipment, and the form in Appendix D is to be used. That form should be reproduced at each library to provide additional copies as needed. These requests will not be duplicated by use of the U.S. mail.

Libraries not having access to the telefacsimile network should use the standard American Library Association ILL form in processing ILL requests through regular mail.

Requests are initially transmitted to only one library at a time. The requesting library should be notified if the request cannot be filled. In the event the request cannot be filled, the requesting library is free to make its request to another library.

Where an ILL librarian has sufficient reason to believe requested material is not held by participating libraries or is held by a participating library other than the ones normally queried under this agreement, he may submit his request directly to the library holding the needed material. (The CSUC Union List of Periodicals may prompt this course of action.)

In order to process efficiently all ILL Loans the following procedures should be adhered to:

1. ILL Facsimile Network.

   a. Please adhere to network hours specified by various institutions for sending and receiving.

   b. Use the network roster, Appendix J, for CSUC telephone contact numbers.

   c. Verbal status reports concerning requested items not held (NH) are often transmitted either at the beginning or the end of regular transmissions. This is done by stating the order number assigned, the request by requesting campus, followed by the stated acknowledgement, "NOT HELD," "NOT AVAILABLE," etc.

2. Daily Log.

   a. The operatior will make a record of all messages sent and received each day. All entries will be recorded on a daily log sheet such as the forms in Appendix H for Telecopier usage, and in Appendix E for ILL requests only. However, the use of the form in Appendix E for ILL requests is optional.

   b. In order to avoid an incomplete log, the entries should be completed directly following each operation.

c. If daily ILL log sheets are used, they are tabulated monthly. The monthly summary information is reported on the ILL Statistics Sheet (Appendix F) and mailed to the Chancellor's Office, 5670 Wilshire Boulevard, Los Angeles 90036, during the period January through June, 1975.

3. Program Schedule.

a. A courier service operates among several campuses according to a schedule announced by the Chancellor's Office (Appendix G).

b. Check the courier service for departure times.

c. Items to be sent to another campus on the courier route are to be placed in bags and taken to your computer center for pickup.

TYPES OF ILL REQUESTS

1. **REGULAR**

   This request will be handled in a routine manner with the expectation that, if possible, it will be forwarded by the end of the day received.

2. **RUSH**

   Requests for rush material are to be given priority handling within the network scheduling. If the material is available, the patron may:

   a. go to the loaning library to pick it up, or

   b. be informed that it is being shipped as soon as possible.

3. **DEADLINE**

   When a patron has specified a certain date by which the material is needed, that deadline is to be clearly stated on the request form. Such a request will not be handled as a rush request but will be handled above a regular request in accordance with the deadline date which has been specified. Earlier deadline dates will be handled before later ones and all deadline requests will be processed before going ahead with regular requests.

4. **RESERVES**

   If the material is currently being circulated, a reserve will be placed, if requested, by the borrowing library. If there are many reserves on the material, or if it is a high-use item, the loaning library may decline the request stating its reasons. The requesting library may renew its request at the end of four weeks. (Note the term "hold" used in connection with reserves is not synonymous. It would only be used in terms of "rush" requests where the patron has said he will pick up the book.)

PROCEDURES FOR TRANSPORTING ILL MATERIALS

Materials to be sent to another campus should be handled in a uniform manner as indicated below:

1. Materials should be securely packed, to insure that no damage will occur in handling and shipping.

2. One or more items, if they will fit into a large "jiffy bag", should be sent together.

3. Photocopied pages or other documents to be delivered locally should be placed in a State of California messenger service envelope, placed in a jiffy bag and labeled with the intended destination. Others must be mailed.

4. Outside labels should clearly indicate destination of materials.

5. For those campuses served by the computer center courier service, the library is responsible for delivering to and picking up from the computer center, ILL material. Those campuses not on the courier route should use other means, U.S. mail or United Parcel Service.

6. ILL material must be identified when it is being returned to the home library. A copy of the original request form should be placed in the front of the piece being returned.

PROCEDURES FOR FACSIMILE TRANSMISSION OF URGENT ADMINISTRATIVE MESSAGES

These procedures are provided to assist campus administrators in establishing their own ground rules for handling urgent non-library messages sent or received via facsimile devices. The system should not be utilized for transmitting routine messages.

1. Administrative messages classified urgent by the campus president or his designee will be transmitted as soon as received by the facsimile operator regardless of other messages awaiting transmission. Urgent messages should be so marked at the top of the first page.

2. Upon receipt of urgent administrative messages, the responsibilities of the facsimile operator will be limited to notifying the addressee by telephone and requesting a messenger for pick-up. Responsibility for duplication of messages with multiple addressees ("copy to" addressees) are not to rest with the facsimile operator but with the recipient.

GENERAL GUIDELINES FOR FACSIMILE TRANSMISSIONS

Inter-library loan facsimile transmission facilities are available to any student, faculty, or staff member or special borrowers' card holder of the participating institutions.

Some simple guidelines will aid the successful use of this unit. The following do's and don'ts, if followed, will help establish uniformity and will speed transmissions:

1. DO adhere to selected network hours specified by any institution for sending/receiving.

2. DO indicate the number of the page being sent on the upper part of the page, e.g., pg. 1 of 6.

3. DO limit the number of pages you send at any one time, so as not to overburden the receiver or unnecessarily tie up telephone lines. The greatest efficiency of a facsimile device will be realized by keeping telephone line use to a minimum.

4. DO attempt to batch your messages to save transmission time.

5. DO transmit partial pages as such, not as full pages, to save transmission time and telephone bills. Phone time cost is on a per minute basis; the length of time of the transmission over the line is determined by the length of the message spread vertically on the page. Therefore, if the message (either handwritten or typed) is spread horizontally across the page rather than vertically, the transmission time and cost of the communication will be minimized. To accomplish that,

   a. DON'T paragraph material.

   b. DO use the full length of a line and half-inch margins, both on top and sides of the page. (If smaller margins are used, the transmitted material will be cut off.)

   c. DO use single space only, rather than double or triple space.

7. DO use letter size paper only (8½" x 11"). The 400-1 Xerox telecopier in use by the CSUC network (as well as the 410 Model in use at the Chancellor's Offices in Los Angeles and Sacramento) cannot take legal size paper. Copies smaller than the 11" length can be transmitted if the width is 8½ inches. Whenever the width is less than 8½ inches the plastic carrier should be used, preferably with a white blank sheet of paper serving as background to the copy being transmitted.

8. DO use white copies for transmission. Colored ones leave a dark background on transmitted or received copies.

9. DO use ink, black or colored, rather than pencil. Handwritten material as well as maps, drawings, charts and photographs can be transmitted.

10. DON'T try to transmit less than 8-point print. All such small print should be transmitted preferably on a 6-minute speed for a clearer copy. Also, any news clippings to be transmitted should be photocopied, and only the photocopy should be transmitted. This helps eliminate the dark background on the transmitted copy and makes small print more legible.

11. DO determine and use the most expeditious method to send materials requested by inter-library loans, e.g, courier service, U.S. mail, United Parcel Service.

12. DO indicate to patron that facsimile transmission is not instantaneous (searching, Xeroxing, paper change, etc., take time), and establish a minimum length of time for processing transactions, such as one hour, or two working days, etc.

13. DO use the ATSS line (8) as indicated on your CSUC telefacsimile master listing except when you are dialing California State University, Los Angeles from within the 213 area code.

14. To avoid transmission problems and to minimize telephone bills, only trained operators should have access to the telecopier use. There should be more than one substitute operator in each area where the telecopier is located. A copy of the instructions on telecopier use should be placed by the machine and should be accessible to anyone other than the regular operators who might have to make use of the telecopier in an emergency.

It is possible to transmit material to locations outside the CSUC CSUC network provided there is compatible equipment at both ends. Attached is Appendix K which is a listing for other library locations in California as well as other numbers of interest to CSUC telefacsimile users. Phone numbers, for all installations with Xerox telecopier equipment, can be obtained by phoning Xerox's toll-free telecopier directory service at 1-800-255-4180.

The equipment used at both the Chancellor's Office in Los Angeles and Sacramento is completly automated and unattended. It is the Xerox 410 Model, which is time-saving and fairly simple to operate. However, operators of Xerox 400-1 should be familiarized with this model and should follow a somewhat different set of procedures in order to obtain the maximum benefit of its use. Hence, the following instructions in the next section.

Example of Poor Use of Phone Time
(Lots of White Space Transmitted):

November 1, 1972

To Dale Hanner

In reply to BA 72-XX:

2473 square feet is occupied by XYZ Dept;

Per Ed. Code § 99283.728

From John Doe, President

CSU, Redwood City

(End of transmission.)

Example of Good Use of Phone Time
(No White Space):

11/1/72, to D. Hanner. In reply to BA 72-XX; 2473 Sq. Ft. is occupied by XYZ Dept. per Ed. Code § 99283.728. John Doe, Pres. CSU, Redwood City.

(End of transmission.)

The first example transmits thirteen lines including white space between the lines of typed information, while the second example, single spaced, spread horizontally, needs to transmit only two lines for the same message. The cost to transmit the first example is six and one-half times the communication cost of the second example.

EQUIPMENT OPERATING PROCEDURES - XEROX 400-1

1. Use of the Xerox 400-1 is outlined and detailed in a document of operating instructions, which accompanies the equipment. Please read this booklet thoroughly, completely familiarizing yourself with the instructions and Xerox 400-1 capabilities, before attempting to operate the machine.

2. When equipment malfunctions occur, telephone the Xerox Service representative and report the difficulties.

3. To start a transmission between two Xerox 400-1 units, the following is the regular procedure to be followed:

   a. The transmitting party (A), that is calling, will first set his machine as follows: (1) depress the two levers of the telecopier and move them to the "0" position at the right-hand side of the machine; (2) press the "send" button; (3) set the "speed" button to the desired speed (4 or 6 minutes); and (4) insert the copy to be transmitted under the rod of the paper roller. Then, when (A) is ready to transmit, he will dial the phone number of the library he wishes to contact and advise the telecopier operator that he has a facsimile message to transmit, specifying the number of pages to be sent and the speed frequency to be used.

   b. The answering or receiving party, (B), will then prepare for reception as (A) above: (1) depress the two levers of the telecopier and move them to the "0" position at the right-hand side of the machine; (2) press the "receive" button; (3) set the "speed" button to the same speed that (A) is using; and (3) insert a blank sheet of paper (white face up) under the rod of the paper roller. Then, when he is ready to receive, (B) will tell (A) that he is ready to receive and will immediately place his phone handset into the transceiver cradle. By doing so, his machine will give (A) its "ready signal," which is an intermittent and repeated beep.

   c. (A) will wait till he hears the "ready" signal of (B). Only after hearing the repeated beep will he place his handset into the receiver cradle. This will immediately start transmission, and the two levers in the "0" position will start moving down the line.

   d. When the full page has been transmitted and the two levers have reached the end of the line (position "11"), both transmitting and receiving machines will come to a stop and will then start emitting a beeping signal to advise both operators that transmission has ended.

e. Both (A) and (B) should then immediately pick up their phone handsets from their respective machines and get on the line. (B) should acknowledge to (A) that the transmitted page was received in good order, and if not, it should be transmitted over.

f. If the transmission consists of more than one page, the same step should be repeated for each page. When all pages have been transmitted, both (A) and (B) should restore their handsets back onto their telephones and, thus, disconnect the telephone circuit.

EQUIPMENT OPERATING PROCEDURES - AUTOMATED
(UNATTENDED SEND/RECEIVE) XEROX 410
IN USE AT THE CHANCELLOR'S OFFICES IN LOS ANGELES AND SACRAMENTO

A. WHEN SENDING/RECEIVING BETWEEN TWO XEROX 410 UNITS

Xerox 410 Operators should use the procedures listed in the Xerox instruction manual.

B. WHEN SENDING TO A XEROX 410 (from a Xerox 400-1)

A Xerox 400-1 Operator should adhere to the following instructions:

1. Use the Transmittal Slip, Appendix I, for identification purposes at the beginning of each transmission being sent. Do not transmit this as a full page. Instead, run only the half page the form occupies.

2. Make sure you hear the Ready Signal, an intermittent and repeated beep, before starting transmission, i.e., before inserting your phone receiver in the Telecopier unit.

   a. This step should be repeated separately with each page to be transmitted, i.e., pick up your phone receiver at the end of each page transmitted, insert the new page to be transmitted, and when ready to resume the transmission, listen for the Ready Signal of the 410 receiving unit before you place back your phone receiver in your unit. You have 30 seconds to complete this step.

   b. If you should be ready for sending your next page within a 15-second period after your first page had ended, upon picking up your phone receiver you will hear a Stop Signal, a steady, solid, and continuous tone, that the 410 unit emits while still feeding a new sheet of paper in and getting ready to receive the next page. It will not start giving you its Ready Signal till 15 seconds after the end of each page and will continue signalling for another 15 seconds that it is ready to receive, thus giving a total of 30 seconds for each cycle.

   c. If you should use more than the 30 seconds allowed to change your copy and get ready for the next one, upon picking up your receiver you may be confronted with either one of the following two situations:

      (1) You will hear the steady, solid, continuous, and uninterrupted, Stop Signal instead of the continuous, steady Ready Beep. In that case, do not start or resume transmission. Wait for the operator on the other end of the line to come in and give you a new starting Ready Signal (by recycling the unit for another 30 seconds ready signal). If she takes too long to respond (she might have momentarily left the area), call the alternate number and check what the problem is; or,

(2) You will find yourself with a dead phone line. This happens when the 410 unit is completely unattended, i.e., when no operator is around the area when your call has been received by the telecopier, or when transmission occurs before or after office hours. The 410 unit will automatically hang up on the transmitting party after the 30-second cycle is completed. In that case redial the phone number and resume transmission upon getting your Ready Signal. However, do not forget to re-identify yourself by using the transmittal form again (Appendix H).

The Stop Signal can be caused not only by the delay of over 30 seconds on the part of the sender in resuming transmission but also by a paper jam in the 410 receiving unit. In either case, transmission on your end should be interrupted because it will either not be received or, if received, the copy will be split, cut off, or illegible.

3. Upon completion of the transmission, never hang up. Hold the line and allow the 30-second period for the Xerox 410 operator on the other end to come in and acknowledge receipt of your transmission. Again, if the machine is unattended at the time, it will hang up on you, thus ending the transmission. In that case it is always advisable to call the alternate number of the receiving party and check if they received your transmission in good order. There have been cases where material was never received, although it was definitely sent. (Only who knows who the receiver was!)

C. WHEN RECEIVING FROM A XEROX 410 (transmitting to a Xerox 400-1)

A Xerox 400-1 Operator should adhere to the following instructions:

1. Give the transmitting party your Ready Signal, an intermittent beep, by first placing your phone receiver in your unit.

2. Pick up your phone receiver every time transmission of a page is over. Insert your paper in the unit and get ready for receiving the next page. Then lift your phone receiver and check for any kind of signalling before you place it back in the unit.

   a. If the line is clear and free of the steady Stop Signal, you may place your phone receiver back in your unit, thus giving the transmitting party your Ready Signal for resuming transmission.

   b. If the 410 unit is signalling the steady Stop Signal because of a probable paper jam, wait till the operator on the other end gets on the line and clears the problem before placing your phone receiver in your unit. (Even

if you place your receiver back in your unit without waiting for the Stop Signal to subside or for the operator to come in, your machine will not start. It is always best for you to wait to find out what the problem is).

3. If your machine should stop before the end of a page while you can hear the other machine still transmitting, you can do one of the following:

   a. Wait till the transmitting machine stops, get ready for receiving the next page, check for the clear line, place back your phone receiver in the unit, and resume normal transmission. Then when transmission is over and upon acknowledging receipt of it, you can ask the operator to retransmit that particular page or pages.

   b. Wait till the transmitting machine stops; when the line is clear, ready for resuming transmission, do not place back your receiver in the unit. This will stop transmission on the other end because if the sending machine does not get your Ready Signal, it will not get started. This will cause the operator to come in on the line to see what is happening and you will have the chance to advise her of the problem.

4. When transmission is over, hold the line and wait for the operator on the other end so that you can acknowledge receipt of the transmission. The sending operator should never hang up and end the transmission without your acknowledgement.

15 June 1972

AGREEMENT FOR MUTUAL LIBRARY USE: PROCEDURES

California State University, Fullerton
California State University, Long Beach
California State University, Los Angeles
California State Polytechnic University, Pomona
California State College, San Bernardino
San Diego State University
California State College, Dominguez Hills
California State University, Northridge

1. Any student, faculty or staff member, or special borrower's card holder of one institution will have free direct and interlibrary loan access to the collections and services of the participating libraries. The participating libraries will accept the identification card issued by the member libraries. In cases where no photograph appears on the identification card, the lending library may ask for additional identification.

2. Due to variations in rules regulating the use of each library, borrowers will be required to adhere to the rules and policies of the lending library. Each of the participating libraries will provide the others with a copy of its lending policy and provide revisions when necessary. Limited loan materials are lent at the option of the participating libraries.

3. The participating libraries agree to provide assistance in retrieving materials that are delinquent or in the securing of a settlement for unpaid accounts. The lending library will submit the appropriate records to the Circulation Department of the borrower's home library for aid in securing the return of overdue materials or payment of accrued fines. The borrower's library will attach the records of the delinquent borrower until the account is cleared.

4. To aid the Circulation Departments of the participating libraries in securing the return of materials, the libraries may exchange copies of student print-outs.

5. Each library agrees to give prompt attention to requests from the participating libraries for assistance in obtaining addresses.

6. The Circulation Departments will collect the following data on each transaction: (1) name of borrower; (2) mailing address of borrower; (3) CSUC identification number of borrower; (4) name of home institution of borrower; and (5) author and title of items borrowed. This information will be retained to aid in evaluation of the program.

AGREEMENT FOR MUTUAL LIBRARY USE: PROCEDURES

7. It will be the responsibility of the lending library to notify the home institution of any outstanding loans held by a faculty member. The Director of the Library or his designee will accept the responsibility for securing the return of materials. In cases of terminating faculty members, the home institution will act as promptly as possible to secure return of materials.

8. Until the establishment of a courier service for the return of materials, each participating library agrees to encourage patrons to return materials directly to the lending library. Materials returned to the home institution of the borrower will be mailed via the United States Postal Service directly to the Circulation Department of the lending library. Delinquent borrowers will be charged in accordance with the fee schedule established by the Trustees of The California State University and Colleges. A book will be considered returned as of the date it is received in any of the participating libraries.

9. The participating libraries agree that materials belonging to one library may be deposited in another on extended loan, subject in each case to the decision of the Director of the lending library. These materials must be requested in writing through interlibrary loan. The request must include the length of time that the requesting library wishes to borrow these materials. Such materials will be subject to recall if need arises for them in the lending library.

10. The participating libraries agree to the exchange of sample copies of all borrowers' cards.

11. This program shall go into effect 1 July 1972 and shall be periodically evaluated, beginning in January, 1973.

CHANCELLOR'S PRESS RELEASE

72-65 FOR IMMEDIATE RELEASE August 11, 1972

LOS ANGELES--The first mutual-use library arrangement within The California State University and Colleges was announced today by Chancellor Glenn S. Dumke.

It will permit direct access by students and faculty to nearly 2 million volumes housed at eight of the system's Southern California campuses.

"The exchange arrangement, in addition to multiplying the library opportunities for thousands of students and faculty, is an important step in achieving greater use of our resources," Chancellor Dumke said.

"I am optimistic that a similar arrangement will be forthcoming among campuses in the northern part of the State which, in turn, would be followed by a plan that involves all 19 campuses."

Participants in the initial agreement are California State College, Dominguez Hills; California State University, Fullerton; California State University, Long Beach; California State University, Los Angeles; California State Polytechnic University, Pomona; California State College, San Bernardino; California State University, Northridge; and San Diego State University.

All CSUC campuses have entered into inter-library loan programs in their local communities which typically permit upper

MORE

division and graduate students to borrow books from libraries at cooperating institutions.

The new eight-campus plan, however, extends this concept. It lets students, regardless of the class levels, check out (and return) books from any of the libraries upon presentation of valid campus identification cards.

Borrowers, in addition to students and faculty, may include campus support staff and holders of special borrower's cards issued by individual college or university libraries. Volumes may be returned at any of the eight libraries.

Ransom Wood, Associate for Library Development in Chancellor Dumke's office, said the exchange plan is expected to be further improved in coming months by development of computerized lists of volumes and teletype or facsimile service among the libraries.

Under the agreement, the libraries also will make joint decisions on purchase of little-used materials in certain categories which, although of value to the clientele of more than one library, need not be held by all eight.

In addition, the plan includes provisions for transferring certain materials among the libraries on an extended-use basis, and for cooperation in securing payment of fines and return of overdue books.

# # #

THE CALIFORNIA STATE UNIVERSITY AND COLLEGES
Office of the Chancellor
5670 Wilshire Boulevard
Los Angeles, California 90036

October 30, 1972

TO: Presidents

FROM: H. D. Brakebill
Executive Vice Chancellor

SUBJECT: Facsimile Transmission Network

In an August 11 press release, the Chancellor announced the establishment of an information exchange for mutual use by libraries within The California State University and Colleges. The exchange agreement, in addition to multiplying library opportunities for students and faculty, is an important step in achieving greater use of library resources. The use of a rapid communications system and the development and use of computer produced union lists of holdings are expected to greatly enhance the success of the mutual-use agreement.

The information exchange will utilize existing telephone communication lines as the vehicle to transmit written documents pertaining to library matters, such as interlibrary loans and to urgent administrative messages. A rapid communications (facsimile) network will be established on a pilot basis from November 15, 1972 through June 30, 1973, among the following institutions:

California State College, Dominguez Hills
California State University, Fullerton
California State University, Long Beach
California State University, Los Angeles
California State University, Northridge
California State Polytechnic University, Pomona
California State College, San Bernardino
San Diego State University

The facsimile transfer system will permit rapid transmission of written material to and from other public libraries in California. The system will be augmented within participating campuses by the use of existing courier services to exchange books and periodicals on interlibrary loan.

Because of the speed, low cost, and flexibility of facsimile transmission, the devices installed in the campus libraries will be made available on a pilot basis for the transmission of non-library messages among the campuses, and between campuses and the Chancellor's Offices. Under campus-controlled conditions, facsimile transmission will greatly facilitate dissemination of urgent administrative messages.

Therefore, during the period from November 1, 1972, to June 30, 1973, campuses involved in the test are urged to utilize the facsimile devices for administrative use, as suggested in the attached procedures.

Specific guidelines for library use are being developed by a committee of librarians and will be distributed directly to libraries.

Rental costs of the facsimile devices used during the test period will be borne by the Chancellor's Office. Communications and supplies will be on a reimbursement basis by the Chancellor's Office for the test period. In May 1973, a cost benefit evaluation will be made, and decisions reached regarding continuation or expansion of the project to all campuses and future funding arrangements.

Please disseminate this memorandum widely among your administrative and instructional offices.

Technical questions concerning this project should be addressed to Mrs. Greta Myers, Business Affairs (ATSS 627-2375). Questions pertaining to library applications should be referred to Mr. R. M. Wood (ATSS 627-2350).

cc: ATTN: LIBRARY DIRECTORS
Vice Presidents, Administration
Vice Presidents, Academic Affairs

Business Managers
Telecommunication Coordinators
Admissions Officers
Chancellor's Office staff

STANDARD ILL REQUEST FORM APPENDIX D

TRANS #_____ PAGE___X___ LENDING LIB-1_____ DATE SENT _____
DATE_____ 2_____3_____ DATE DUE_____
AUTHOR(PER TITLE,VOL,#,YR) DATE RECD_____
DATE RETD_____
TITLE(PGS,AUTHOR/TITLE OF ART) XEROXED PGS_____
FAC_____GR_____
UN GR_____

TRANS #_____ PAGE___X___ LENDING LIB-1_____ DATE SENT_____
DATE_____ 2_____3_____ DATE DUE_____
AUTHOR(PER TITLE,VOL,#,YR) DATE RECD_____
DATE RETD_____
TITLE(PGS,AUTHOR/TITLE OF ART) XEROXED PGS_____
FAC_____GR_____
UN GR_____

TRANS #_____ PAGE___X___ LENDING LIB-1_____ DATE SENT_____
DATE_____ 2_____3_____ DATE DUE_____
AUTHOR(PER TITLE,VOL,#,YR) DATE RECD_____
DATE RETD_____
TITLE(PGS,AUTHOR/TITLE OF ART) XEROXED PGS_____
FAC_____GR_____
UN GR_____

TRANS #_____ PAGE___X___ LENDING LIB-1_____ DATE SENT_____
DATE_____ 2_____3_____ DATE DUE_____
AUTHOR(PER TITLE,VOL,#,YR) DATE RECD_____
DATE RETD_____
TITLE(PGS,AUTHOR/TITLE OF ART) XEROXED PGS_____
FAC_____GR_____
UN GR_____

SAMPLE DAILY LOG SHEET FOR ILL REQUESTS

DAILY RECORD

DATE _____

TOTAL REQUESTS SENT:

REQUESTS FILLED BY OTHER LIBRARIES:

LIBRARY	FORMAT*	STATUS**	TYPE OF PUB***

*FORMAT = original, photocopy, microform, others.
**STATUS = faculty, graduate, undergraduate, library staff, others.
***TYPE OF PUB = monograph, periodical, thesis or dissertation, gov docs, reports, others.

F-61

DAILY RECORD

DATE _____

TOTAL REQUESTS RECEIVED:

REQUESTS FILLED BY CSU, _____:

LIBRARY	FORMAT	TYPE OF PUB***

NOTES:

APPENDIX F
This is a two-sided form.

MONTHLY SUMMARY – ILL ACTIVITY

CAMPUS ID _____ NAME OF RESPONDENT _____

PHONE OF RESPONDENT _____

PERIOD COVERED BY THIS SUMMARY _____

SEND MONTHLY SUMMARY OF ILL ACTIVITIES TO CSUC CHANCELLOR'S OFFICE, LIBRARY DEVELOPMENT AND SERVICES, ROOM 900, 5670 WILSHIRE BOULEVARD, LOS ANGELES, CALIFORNIA 90036.

Instructions for use of this form:

Use two-letter code in F. for your campus ID.

Count each request as a separate transaction. Submitting an unfilled ILL request to another library is a separate transaction from the previous request.

B. = total of C. = total of D. = total of F. = total of G.

*Local Networks. If filled transaction involves your campus and a CSUC or UC campus which is also part of your local network, count as CSUC or UC, *but do not count it again as a local network transaction.*

**All Others. This category includes any transactions not included in any of the specific categories. It includes cases where the information is not available or is in a category other than those specified. If the All Others category accounts for a large percentage of the total, please comment on what is being included, so that consideration can be given to establishing specific categories not already defined.

BORROWING TRANSACTIONS

A. Number of requests sent to other libraries by your library _____

B. Number of filled requests supplied to your library by other libraries _____

C. Number of filled requests supplied to your library, by format:

Original _____
Photocopy _____
Microform _____
All Others** _____

D. Number of filled requests, by status of requestor borrowing through your library:

Faculty _____
Graduate _____
Undergraduate _____
Library Staff _____
All Others* _____

LENDING TRANSACTIONS

A. Number of requests received by your library from other libraries _____

B. Number of filled requests supplied to other libraries by your library _____

C. Number of filled requests supplied to other libraries, by format in which your library filled the requests:

Original _____
Photocopy _____
Microform _____
All Others** _____

Continued on reverse side

F. Number of filled requests, by library filling request for your library:

CSUC:

BK _____
CH _____
DH _____
FR _____
FU _____
HA _____
HU _____
LB _____
LA _____
NO _____
PO _____
SA _____
SB _____
SD _____
SF _____
SJ _____
SLO _____
SO _____
ST _____

UC:

BE _____
DA _____
IR _____
LA _____
RI _____
SD _____
SF _____
SB _____
SC _____

California State Library _____
Local Networks* _____
All Others** _____

G. Type of publication:

Monographs _____
Periodicals _____
Theses/Dissertations _____
Government Documents _____
Reports _____
All Others** _____

LENDING TRANSACTIONS

E. Number of pages photocopied to fill ILL requests during time period covered by this summary: _____

F. Number of filled requests supplied to other libraries, by library for which your library filled the requests:

CSUC _____
UC _____
Public Libraries _____
Local Networks* _____
All Others** _____

G. Type of publication:

Monographs _____
Periodicals _____
Theses/Dissertations _____
Government Documents _____
Reports _____
All Others** _____

Please attach an additional sheet for any comments you wish to make.

CALIFORNIA STATE UNIVERSITY AND COLLEGES COURIER SERVICE

To be effective October 28, 1974

Monday through Friday

0730 to 1600 hours

SUDC = State University Data Center (Chancellor's Office)

PSA
SAIR
AIRW
= airlines

GH = Greyhound bus service
C = Courier

Route #1

A.M. - Courier will make normal runs between floors at Chancellor's Office. Next, the courier will go to Airport, Greyhound, Northridge, and return to SUDC.

P.M. - Airport, Greyhound, Northridge, and SUDC.

Route #2

A.M. - Courier will go to Dominquez Hills, Long Beach, Fullerton and return to SUDC.

P.M. - Dominguez Hills, Long Beach, Fullerton and return to SUDC.

Route #3

A.M. - Courier will go to Los Angeles, Pomona, San Bernardino and return to SUDC.

P.M. - Los Angeles, Pomona, and return to SUDC.

Couriers will rotate routes on a monthly basis.

05	Hayward	PSA	55	Dominguez Hills	C
10	Pomona	C	60	Sacramento	PS
15	San Luis Obispo	S.AIR	63	San Bernardino	C
20	Chico	AIRW	65	San Diego	PS
25	Fresno	G.H.	70	Northridge	C
30	Humboldt	AIRW	75	San Francisco	PS
35	Bakersfield	G.H.	80	San Jose	PS
40	Long Beach	C	85	Sonoma	GH
45	Los Angeles	C	90	Stanislaus	GH
50	Fullerton	C			

APPENDIX H

TELECOPIER DAILY LOG SHEET
1975

DATE Date/Time	TRANSMITTER	RECEIVER	#COPIES Balance	DEPT.	#RERUNS Balance	OTHER PROBLEMS
TOTALS						

APPENDIX I

TELEFACSIMILE TRANSMITTAL SLIP

FROM:

CAMPUS _____ DATE _____

SENDER _____ TIME _____

DEPT/TITLE _____ NO. PAGES _____

TO:

CAMPUS _____ COMMENTS _____

DELIVER TO _____ _____

DEPT/TITLE _____ _____

==========

Note: The above form is to be transmitted partially as half a page only.

CSUC TELEFACSIMILE LISTING

March 1975

Campus/Machine Location	Telephone	Operator's Name	Service Time
Chancellor's Office - (Admin. Services) 5670 Wilshire Blvd. Los Angeles, Calif. 90036	ATSS 627-2413 Pub (213) 938-2981 ext 413 (Alternate # ATSS 627-2312)	Shirley Blake Esther Samaroff	8-4:30
BA (Lib. Dirc's office)	ATSS & Pub (805) 833-2185 (Alter. # (805) 833-2235)	Diane Edwards	8-5
CH (ILL-Library)	ATSS 459-6824 Pub (916) 895-6824 (Alter. # ATSS 459-6881)	Sylvia Jones Kent Stephens Lorraine Mosley	8-5
*DH (Lib. Dirc's office)	ATSS & Pub (213) 532-4300 ext. 201 (Alter.-same or (213) 532-5672)	Josephine Jones Anita Dotson Sumi Ito	8-5
FR (ILL-Library)	ATSS & Pub (209) 487-1032 (Alter. #(209) 487-2174 Ref.)	Suzanne Cates	1-4
FU (ILL-Library)	ATSS & Pub (714) 870-3565 (Alter. # (714) 870-2637)	Nancy Hunter Sharon Perry	8-5
HA	ATSS 533-3724 Pub. (415) 884-3724 (Alter. ATSS 533-3725)	Mary Maxwell	
HU (Ref.-Library)	ATSS & Pub (707) 826-3419 (No alternate number)	Dee Dee Washburn	8-12 4:30
*LB (ILL-Library)	ATSS & Pub (213) 498-4040 (Alter. # (213) 498-4012/3)	Helen Mackh	8-5
LA (ILL-Library)	ATSS 683-2259 Pub (213) 224-2259 (Alter. #-same or ATSS 683-2251)	Linda Cano Chris Caldwell Sue Cramer	8-4:30
*NO (ILL-Library)	ATSS 672-3019 Pub (213) 885-3019 (Alter. # ATSS 672-2277)	Carol Kindschi Charlotte Oyer	8-5
PO (ILL-Library)	ATSS & Pub (714) 598-4541 (Alter. # (714) 598-4671)	Rita Brooks Julie Brown	8-5
SA (ILL-Library)	ATSS 433-2395 Pub (916) 454-2395 (Alter. # ATSS 433-2627)	Jo Lynn Milar-dovich	8-5

March 1975

Campus/Machine Location	Telephone	Operator's Name	Service Time
SA off. (Govt. Affairs) 1127 11th St. Rm 401 Sacramento, Calif.	ATSS 492-4719 Pub (916) 322-4719 (Alter. # ATSS 485-5983)	Burneita Anderson Teri Smith	
SB (Lib. Dirc's office)	ATSS 669-7327 Pub (714) 887-7327 (Alter. # ATSS 669-7321/7326)	Lee Prenzlow Lynn Young	8-4:30
SD (ILL-Library)	ATSS 636-5871 Pub (714) 286-5871 (Alter # ATSS 636-6730)	Ann Wright	8-4:30
SF (Lib. Dirc's Office)	ATSS 554-2026 Pub (415) 469-2026 (Alter. # ATSS 554-1681)	Sachiko Okazaki Sherry Logoteta	8-5
SJ (Pres. Office)	ATSS 522-3451 Pub (408) 277-3451 (Alter. # ATSS 522-3452/53)	Patty Mason Elizabeth Richards	8-5
SLO (ILL-Library)	ATSS 628-2362 Pub (805) 546-2362	Persila Graham Jean Lannon	8-5
SO (ILL-Library)	ATSS & Pub (707) 795-2838 (Alter. # (707) 795-2866)	Joy Fergoda	9:30-4
**ST (ILL-Library)	ATSS 427-22382 Pub (209) 633-22382 (Alter. # - Same)	Jane Johnson Vicky Knutson Olga Camarillo Virginia Smith	7:30-10 p.m.

XEROX TELECOPIER TELEPHONE DIRECTORY SERVICE: Pub 1-800-255-4180 (Toll Free)

Note: In case of any change (location, number, operator, service time) each library should advise all head operators listed above as well as the Chancellor's Office, Library Development and Services, to help keep this listing up-to-date.

*Campuses having the 213 area code should use the ATSS numbers underlined.

**As of April 1975, Stanislaus' telecopier service is not operational and is in the process of being installed. You will be advised shortly of its availability.

LISTINGS OF INTEREST TO CSUC TELEFACSIMILE USERS

Governor's Off., Sacto.	ATSS (916) 449-2379	Jo Ann Statley
Dept. of Justice - Attorney General's Off.		
L.A.	ATSS & Pub (213) 620-2523	Tom Buck
Sacramento	ATSS 485-9556 (6 mins only)	Doris
S.D.	ATSS (714) 236-7851	Sherry Knight
S.F. (Records)	ATSS 597-2200 (6 mins only) (Altern. # ATSS 597-1940)	
Dept. of Rehabilitation HRD-122 Capitol Mall	ATSS 485-9374 (6 mins only)	Pat Hansen
L.A. Times	Pub (213) 629-4411, ext. ext. 420/1	Ms. Anthony
N.Y. State Education Dept.	Pub (518) 474-1235	
UC-Berkeley, 680 Univ. Hall (Admn. Records Rm. 681)	ATSS & Pub. (415) 642-5410 (Altern. # (415) 642-1071)	

XEROX TELECOPIER SERVICE FOR:

OTHER LIBRARY LOCATIONS IN CALIFORNIA

City of Pomona Public Library

California Institute of Technology

City of Whittier Public Library

Bruggemeyer Memorial Library - Monterey Park

Library of Los Angeles County Medical Association

Metropolitan Cooperative Library System - Fullerton Jr. College

Santa Monica Public Library

Metropolitan Cooperative Library System - Dands Corp., Santa Maria

Rio Hondo Jr. College - Whittier

Pasadena City College - Pasadena

OTHER LIBRARY LOCATIONS IN CALIFORNIA (CONT.)

Mt. San Antonio Jr. College - Walnut

University of Southern California - Slaver Science Center Library

UCLA Library

Telefacsimile Use Patterns in the CSUC Libraries

Only those libraries responding to the questionnaire are listed. The graph should not be interpreted too literally, since the statistics furnished us may be based more on assumptions than precise figures. Nevertheless, it gives a reasonable picture of the interlibrary loan traffic and work load in a system of medium-sized university libraries and college libraries.

Because of the various California union lists the load is broadly distributed and no one library bears a disproportionate burden. The union lists are also responsible for the large number of successful first time contacts. Only if the material is missing or circulating must a requesting library try a second location.

Recently the use of airlines and Greyhound parcel service have been approved for shipment of materials, but no one reported utilizing these transportation modes.

The priority ratings are supposed to signify the support given telefacsimile by the library administrations, not the importance assigned to it by the interlibrary loan librarians. It is not clear how this was interpreted by the respondents.

More efficiency could be obtained by redesigning the request form to allow for more titles per sheet. Originally the ALA interlibrary form was used (two per sheet); the present form allows for four titles per sheet. As shown elsewhere in this survey, forms permitting from ten to twenty titles to be transmitted on one sheet are currently in use, allowing for heavier traffic with a corresponding decrease in transmission time and cost.

TELEFACSIMILE USE PATTERNS IN THE CSUC LIBRARIES

University	No. of hrs. utilized each day	Staff Involvement (hours per day)						Requests for Materials						
		Operation of Telefax			Related Activities			Filled for this Lib. by others (av.per day)	Percentage of total requests filled by others (av.per day)	No.of Lib contacted to fill each request	Furnished by this Lib. for others (av.per day)	Percentage of requests filled by this Lib. (av.per day)	Material sent via	Priority attached to Telefax by this Library
		Lib	staff	stud't	Lib	staff	stud't							
Chico	over 4	0	2	½	4	4	7½	5	90 percent	1	6	90 percent	mail	high
Fresno	1 - 4	0	3	1	0	4	3	3	80 percent	2	2	70 percent	mail & UPS	medium
Fullerton	1 - 4	0	1-4	½	0	3	2	7	75 percent	1	4	60 percent	mail &courier	high
Humboldt	less than 1	0	1	0	0	0	3	10	90 percent	1	5	85 percent	mail	low
Long Beach	1 - 4	0	1-4	0	1-4	12-16	1	15	99 percent	--	20	75 percent	mail &courier	high
Los Angeles	1 - 4	0	1	1-2	1	8	10	15	90 percent	1-3	30-40	75 percent	mail, UPS &courier	high
Northridge	1 - 4	1	1	4	3	7	15	15-30	70 percent	2-3	20-34	80 percent	mail &courier	--
Pomona	1	0	1	0	0	1½	1½	2	72 percent	3	6	70 percent	mail &courier	medium
Sacramento	less than 1	0	½	0	0	2	3	7	72 percent	1	7	78 percent	mail	medium
San Diego	1 - 4	0	1-4	1-4	0	8	4	10	80 percent	1	20	75 percent	mail &courier	high
San Francisco	over 4	0	0	2	1	0	2	3-4	75 percent	1-2	3-4	75 percent	mail	high
San Luis Obispo	1 - 4	0	2	0	2	7	2	5	90 percent	1	3	90 percent	mail & UPS	high
Sonoma	less than 1	0	1	0	0	6	0	5	80 percent	1	3	90 percent	mail	medium
Stanislaus	less than 1	0	1	0	½	3	3	10	90 percent	1	10	85 percent	mail	high

Map of the CSUC Institutions

Three colleges listed on the map--Calexico, the Maritime Academy, and Moss Landing--are not included in the CSUC Facsimile Transmission Network.

THE CALIFORNIA STATE UNIVERSITY AND COLLEGES

COLLEGE CODES USED IN THE UNION LIST OF PERIODICALS

Library Name	Code
Bakersfield	BK
Calexico	CA
Chancellor's Office	CO
Chico	CH
Dominguez Hills	DH
Fresno	FR
Fullerton	FU
Hayward	HA
Humboldt	HU
Long Beach	LB
Los Angeles	LA
Maritime Academy	MA
Moss Landing	ML
Northridge	NO
Pomona	PO
Sacramento	SA
San Bernardino	SB
San Diego	SD
San Francisco	SF
San Jose	SJ
San Luis Obispo	SL
Sonoma	SN
Stanislaus	ST

APPENDIX C

Sample Forms Utilized by the Various Networks for Telefacsimile Transmission

1.	California	The CSUC Telefacsimile Network
		The Inland Library System
		a. blank form b. completed form
2.	Michigan	The Michigan State Library Facsimile Communications Network
		The Western Michigan University Library SWELP Consortium
		a. blank form b. completed form
3.	Nevada	The Nevada Telefacsimile Network

1. CSUC

TRANS #_____ PAGE__X__	LENDING LIB-1_____	DATE SENT _____
DATE_____	2_____3_____	DATE DUE_____
AUTHOR(PER TITLE,VOL,#,YR)		DATE RECD_____
		DATE RETD_____
TITLE(PGS,AUTHOR/TITLE OF ART)		XEROXED PGS_____
		FAC_____GR_____
		UN GR_____

TRANS #_____ PAGE__X__	LENDING LIB-1_____	DATE SENT_____
DATE_____	2_____3_____	DATE DUE_____
AUTHOR(PER TITLE,VOL,#,YR)		DATE RECD_____
		DATE RETD_____
TITLE(PGS,AUTHOR/TITLE OF ART)		XEROXED PGS_____
		FAC_____GR_____
		UN GR_____

TRANS #_____ PAGE__X__	LENDING LIB-1_____	DATE SENT_____
DATE_____	2_____3_____	DATE DUE_____
AUTHOR(PER TITLE,VOL,#,YR)		DATE RECD_____
		DATE RETD_____
TITLE(PGS,AUTHOR/TITLE OF ART)		XEROXED PGS_____
		FAC_____GR_____
		UN GR_____

TRANS #_____ PAGE__X__	LENDING LIB-1_____	DATE SENT_____
DATE_____	2_____3_____	DATE DUE_____
AUTHOR(PER TITLE,VOL,#,YR)		DATE RECD_____
		DATE RETD_____
TITLE(PGS,AUTHOR/TITLE OF ART)		XEROXED PGS_____
		FAC_____GR_____
		UN GR_____

FROM:	TO: I. Island library System	DATE:	TIME:
( )		( )	
( )		( )	
( )		( )	
( )		( )	
( )		( )	
( )		( )	
( )		( )	
( )		( )	

FROM: HEMET PL TO: I. Inland Library System RIVERSIDE PL DATE: 4/6/76 TIME: 2:00 p.m.

(1) ALLEN, MARGUARITE M.
A RECORD OF THE ANCESTRY OF HENRY & SARAH (THOMPSON) HENDRICKS (CS 71 H497 1963)
SUTRO
HEMET PL

(2) BLAIR COUNTY HISTORICAL SOCIETY (Ba)
BLAIR COUNTY'S FIRST 100 YEARS 1846-1946
ALTOONA, PA [redacted] 1945
SUTRO
HEMET PL

(3) CHERRY, PETER PETERSON
THE WESTERN RESERVE & EARLY OHIO 1921
SUTRO (F 495 C52)
HEMET PL

(4) DETROIT SOCIETY GENEALOGICAL RESEARCH
MAGAZINE-[redacted] VOLS. 14 & 15
SUTRO
HEMET PL

(5) 1820 CENSUS (MICROFILM)
M-33 Roll #80
Johnson Co. N.C.
LAGUNA NIGUEL
HEMET PL

(5) 1840 CENSUS (MICROFILM)
M704 Roll #39
CLARKE CO. GEORGIA
LAGUNA NIGUEL
HEMET PL

(7) 1840 CENSUS (MICROFILM)
M704 Roll #46
MADISON CO. GEORGIA
LAGUNA NIGUEL
HEMET PL

(8) 1840 CENSUS (MICROFILM)
M704 Roll #52
Walton CO. GEORGIA
LAGUNA NIGUEL
HEMET PL

(9) FRENCH, AARON DAVIS WELD
COUNTY RECORDS OF THE SURNAMES-FRANCUS, FRANCIS, FRENCH IN ENGLAND
SUTRO CS 71 F876 1896
HEMET PL

(10) GALLUP, DARWIN C
[redacted] GALLUP GENEALOGY (CS 71 G175 1966)
SUTRO
HEMET PL

(11) KENNAN, GEORGE
TRAGEDY OF PELEE: A NARRATIVE OF PERSONAL EXPERIENCE & OBSERVATION IN MARTINIQUE.
NEGRO U PR. ND $12.75 Reprint of 1902 ed. (PATRON WANTS ED. WITH ILLUS. BY GEORGE VARIAN) [redacted]

( ) → BIP '75
INL, CSL
HEMET PL

(12) MUIR, RAMSEY
A HISTORY OF LIVERPOOL
LIVERPOOL UNIV. PRESS [redacted] 1907
SUTRO
HEMET PL [redacted]
(DA 690 L8 M95 [redacted] S)

(13) NEWALL, ORVILLE
A HISTORY OF WALLINGFORD VOL. [redacted] 2
SUTRO (F 104 W2 N4)
HEMET PL

(14) [redacted] PRESTON, LAURA GUTHRIE (CURTIS)
THE CURTIS FAMILY, MARRIETA, OHIO
(CS 71 C98)
SUTRO
HEMET PL

(15) U. S. CENSUS [redacted] 1870
New York City New York
SUTRO
HEMET PL

TITLE REQUESTS

✓-Sent I-Interloan requested O-Not owned
X-In Circ S-Substitute sent NC-Non circulating

SYSTEM		DATE 19	Call No	Rep	SYSTEM		DATE 19	Call No	Rep
LAT	Interloan U.M./MSU ☐				LAT	Interloan U.M./MSU ☐			
LAT	Interloan U.M./MSU ☐				LAT	Interloan U.M./MSU ☐			
LAT	Interloan U.M./MSU ☐				LAT	Interloan U.M./MSU ☐			
LAT	Interloan U.M./MSU ☐				LAT	Interloan U.M./MSU ☐			
LAT	Interloan U.M./MSU ☐				LAT	Interloan U.M./MSU ☐			
LAT	Interloan U.M./MSU ☐				LAT	Interloan U.M./MSU ☐			
LAT	Interloan U.M./MSU ☐				LL AT	Interloan U.M./MSU ☐			
LAT	Interloan U.M./MSU ☐				LAT	Interloan U.M./MSU ☐			
LAT	Interloan U.M./MSU ☐				LAT	Interloan U.M./MSU ☐			
LAT	Interloan U.M./MSU ☐				LAT	Interloan U.M./MSU ☐			

F-79

2. Michigan State Library

PERIODICAL REQUESTS

✓-Sent IC-Incorrect Citation B-Bindery
O-Not Owned I-Interloan Requested

SYSTEM				SYSTEM			
LIB MAGAZINE ISSUE DATE TITLE	DATE PAGES	 VOL	REP I Yes ☐	LIB MAGAZINE ISSUE DATE TITLE	DATE PAGES	 VOL	REP I Yes ☐
LIB MAGAZINE ISSUE DATE TITLE	DATE PAGES	 VOL	REP I Yes ☐	LIB MAGAZINE ISSUE DATE TITLE	DATE PAGES	 VOL	REP I Yes ☐
LIB MAGAZINE ISSUE DATE TITLE	DATE PAGES	 VOL	REP I Yes ☐	LIB MAGAZINE ISSUE DATE TITLE	DATE PAGES	 VOL	REP I Yes ☐
LIB MAGAZINE ISSUE DATE TITLE	DATE PAGES	 VOL	REP I Yes ☐	LIB MAGAZINE ISSUE DATE TITLE	DATE PAGES	 VOL	REP I Yes ☐
LIB MAGAZINE ISSUE DATE TITLE	DATE PAGES	 VOL	REP I Yes ☐	LIB MAGAZINE ISSUE DATE TITLE	DATE PAGES	 VOL	REP I Yes ☐

F-80

2. Michigan State Library

SUBJECT REQUESTS ✓Sent X-In circ S-Substitute sent
O-Not owned M-More info. L-letter follows

SYSTEM	SYSTEM
LIB DATE EL ☐ H.S. ☐ ADULT ☐ SUBJECT USE	LIB DATE EL ☐ H.S. ☐ ADULT ☐ SUBJECT USE
LIB DATE EL ☐ H.S. ☐ ADULT ☐ SUBJECT USE	LIB DATE EL ☐ H.S. ☐ ADULT ☐ SUBJECT USE
LIB DATE EL ☐ H.S. ☐ ADULT ☐ SUBJECT USE	LIB DATE EL ☐ H.S. ☐ ADULT ☐ SUBJECT USE
LIB DATE EL ☐ H.S. ☐ ADULT ☐ SUBJECT USE	LIB DATE EL ☐ H.S. ☐ ADULT ☐ SUBJECT USE

F-81

2. Michigan State Library

2. Western Michigan University (SWELP)

Code for Interlibrary Loan Replies: B - Binderv OH - On Hold NO - Not Owned M - Missing
R - Reserve C - Circulatio n IC - Incorrect Citation
S - Sent

Requesting Library _____ Date _____

Author	Title	Volume	Month	Number of Requests Year	Pages	Call #
	F-82					

2. Western Michigan University (SWELP)

CODE FOR INTERLIBRARY LOAN REPLIES: B- Bindery; R- Reserve; S- Sent; CH- On Hold; C- Circulation; ND- Not Owned; IC- Incorrect Citation; M- Missing

REQUESTING LIBRARY Hope College DATE May 18, 1976

AUTHOR	TITLE	VOL.	NUMBER	YEAR	PAGES	CALL #
Alary, J.G.	Journal of Pharmacology Experimental Therapeutics	169	2 SS Feb.	MAY 24 1976 1969	1959-167	RM 1 .J6X
Cohen, J.C.	Journal of Pharmacology Experimental Therapeutics	174	2 SS Feb.	MAY 24 1976 1970	206-210	RM 1 .J6X
Oppenheimer, J	Journal Clinical Investigation	49	May	1970	1016-1024	R 11 .J67
Mulder, G.J.	Biochemistry (Wrong citation)	117	Feb.	1970	319-324	QP 501 .J67
Levin, W	Molecular Pharmacology MAY 24 1976	5	SS May	1969	499-506	QP 901 .M65
Kato, Ryuichi	Molecular Pharmacology MAY 24 1976	5	SS May	1969	487-498	QP 901 .M65
Hala, Elias	J. of Laboratory & Clinical Medicine (wrong cit.)	73	3-5 SS Apr.	1969	677-685	R 11 .J75X
Klinger, W.	Acta Biologica Medica Germanica	20	2 SS Feb.	MAY 24 1976 1968	137-145	QP 501 .A2-
Staib, R.	European J. of Biochemistry MAY 24 1976	13	1 SS Jan	1970	142-148	QP 501 .E85X
Cook, R.	J. Agriculture and Food Chemistry	18	2 SS Mar.	MAY 24 1976 1970	441-442	S 583 .J6X
Fuller, G.C.	Life Sci. Physiology & Pharmacology MAY 24 1976	8---	7 part 1 SS	1969	383-387	QH 301 .L45
Reyes, H.	Proc. Nat. Acad. Sci. U.S.A.	64	Jan	1969	168-170	Q 11 .N42
Degkwitz, E.	Hoppe-Seyler's Zeitscheift fur Physiologyische MAY 24 1976	350	May	1969	547-553	QP 501 .H6X

F-83

3. Nevada Telefacsimile Network

*AUTHOR _____ PATRON _____

_____ ADDRESS _____

*TITLE _____ PHONE _____ DATE _____

_____

STAFF	TWX	REC'D	N/A	RET'D

*PUBLISHER	*DATE	*VERIFIED	*IS	*OS	*RI

*SUBJECT/REMARKS

*DESCRIPTION OF USE

ELKO

STAFF	DATE	REQ LIB	PHONE	MAIL	TWX	OTHER	ELKO	CLARK	NNCC	TIME SPENT

REFERRED TO:

APPENDIX D

Names and Addresses of Organizations

Receiving the Questionnaire

ALABAMA

Alabama Public Library Service
155 Administration Bldg.
Montgomery, Alabama 36104

ALASKA

Alaska State Library
State Capitol Bldg., Pouch G
Juneau, Alaska 99801

*Mark Burgoyne
726 Water Street
Ketchikan, Alaska 99901

ARIZONA

Arizona Department of Library
and Archives
3rd Floor, Capitol Bldg.
Phoenix, Arizona 85007

ARKANSAS

Arkansas Library Commission
506½ Center Street
Little Rock, Arkansas 72201

CALIFORNIA

Interlibrary Loan Librarian
The Library
Calif.State University, Humboldt
Arcata, California 95521

*Interlibrary Loan Librarian
The Library
Calif.State College, Bakersfield
9001 Stockdale Highway
Bakersfield, California 93309

Interlibrary Loan Librarian
The Library
Calif.State University, Chico
Chico, California 95926

*Reference & Interlibrary Loan Librarian
The Library
Calif.State College, Dominguez Hills
1000 E. Victoria Street
Dominguez Hills, California 90747

Interlibrary Loan Librarian
The Library
Calif.State University, Fresno
Fresno, California 93740

Interlibrary Loan Librarian
The Library
Calif.State University, Fullerton
800 N. State College Blvd.
P.O. Box 4150
Fullerton, California 92634

Hemet Public Library
510 E. Florida Avenue
Hemet, California 92343

Interlibrary Loan Services
The Library
Calif.State University, Long Beach
6106 E. Seventh Street
Long Beach, California 90801

Interlibrary Loan Librarian
The Library
Calif.State University, Los Angeles
5151 State University Drive
Los Angeles, California 90032

Library Systems Specialist
LD & S, Suite 900
California State University
and Colleges
5670 Wilshire Blvd.
Los Angeles, California 90036

*Interlibrary Loan Librarian
SCILL Headquarters
Los Angeles Public Library
630 Fifth Street
Los Angeles, California 90017

Interlibrary Loan Librarian
The Library
Calif.State University, Northridge
18111 Nordhoff Street
Northridge, California 91324

Those marked with an asterik (*) did not respond.

Con'd. California

Interlibrary Loan Librarian
The Library
Pasadena, City College
1570 E. Colorado Blvd.
Pasadena, California 91106

Interlibrary Loan Librarian
The Library
Calif.State Polytechnic University, Ponoma
3801 W. Temple Avenue
Pomona, California

Riverside Public Library
3581 Seventh Street
Riverside, California 92502

Interlibrary Loan Librarian
The Library
Calif.State College, Sonoma
1801 E. Cotati Avenue
Rohnert Park, California 94928

California State Library
Library - Courts Bldg.
Sacramento, California 95809

Interlibrary Loan Librarian
The Library
Calif.State University, Sacramento
6000 J. Street
Sacramento, California 95810

*Interlibrary Loan Librarian
The Library
Calif.State College, San Bernadino
San Bernadino, California 92407

Inland Library System
404 Sierra Way
San Bernadino, California 92415

Interlibrary Loan Librarian
The Library
Calif.State University, San Diego
San Diego, California 92115

Interlibrary Loan Librarian
The Library
Calif.State University, San Francisco
1630 Holloway Avenue
San Francisco, California 94132

Interlibrary Loan Librarian
The Library
California State University, San Jose
San Jose, California

Interlibrary Loan Librarian
The Library
Calif.State Polytechnic University,
San Luis Obispo
San Luis Obispo, California 93401

Rand Corporation Library
1700 Maine Street
Santa Monica, California 90406

Interlibrary Loan Librarian
The Library
Calif.State College, Stanislaus
800 Monto Vista Avenue
Turlock, California 95880

COLORADO

Central Colorado Library System
11111 East Mississippi Avenue
Aurora, Colorado 80012

Colorado State Library
1362 Lincoln Street
Denver, Colorado 80203

CONNECTICUT

Connecticut State Library
231 Capitol Avenue
Hartford, Connecticut 06115

DELAWARE

Department of Community Affairs
and Economic Development
Division of Libraries
W. Loockerman Street, Box 635
Dover, Delaware 19901

Those marked with an asterik (*) did not respond.

FLORIDA
Florida Department of State
Division of State Library Service
Supreme Court Bldg.
Tallahassee, Florida 32304

GEORGIA
Georgia Department of EDucation
Division of Public Library Services
156 Trinty Avenue, SW
Atlanta, Georgia 30303

HAWAII
Department of Education
Office of Library Service
Box 2360
Honolulu, Hawaii 96804

IDAHO
Idaho State Library
325 W. State Street
Boise, Idaho 83702

ILLINOIS
Illinois State Library
Centennial Bldg.
Springfield, Illinois 62706

INDIANA
Indiana State Library
140 N. Senate Avenue
Indianapolis, Indiana 46204

Interlibrary Loan Librarian
The Library
Earlham College
Richmond, Indiana 47374

Interlibrary Loan Librarian
Morrison-Reeves Library
80 North 6th Street
Richmond, Indiana 47374

IOWA
State Library Commission of Iowa
Historical Bldg.
Des Moines, Iowa 50319

KANSAS
*Kansas State Library
3rd Floor, State House
Topeka, Kansas 66612

KENTUCKY
Kentucky Department of Libraries
P.O. Box 537
Frankfort, Kentucky 40601

LOUISIANA
Louisiana State Library
State Capitol Grounds
Box 131
Baton Rouge, Louisiana 70821

MAINE
Maine State Library
State House
Augusta, Maine 04330

MARYLAND
Maryland State Department of Education
Division of Library Development and Services
P.O. Box 8717
Baltimore-Washington International Airport
Baltimore, Maryland 21240

*Interlibrary Loan Section
Reference Division
National Agriculture Library
Beltsville, Maryville 20705

MASSACHUSETTS
*Massachusetts State Department of Education
Bureau of Library Extension
648 Beacon Street
Boston, Massachusetts 02215

MICHIGAN
Northland Library System
303 N. 2nd Street
Alpena, Michigan 49707

*Huron Valley Library System
4133 Washtenaw Avenue
Ann Arbor, Michigan 48104

Those marked with an asterik (*) did not respond.

Con'd. Michigan

Willard Library System
Willard Library
West Van Buren Street
Battle Creek, Michigan 49016

Library System of Southwestern Michigan
Benton Harbor Public Library
213 E. Wall Street
Benton Harbor, Michigan 49022

Mid-Michigan Library League
Box 700
Cadillac, Michigan 49601

Detroit Associated Libraries
5201 Woodward Avenue
Detroit, Michigan 48202

Mid-Eastern Michigan Library Cooperative
1026 East Kearsley
Flint, Michigan 48502

Kent County Library System
Kent County Library
775 Ball, N.E.
Grand Rapids, Michigan 49502

Lakeland Library Federation
Grand Rapids Public Library
Library Plaza, N.E.
Grand Rapids, Michigan 49502

*Mid-Peninsula Library Federation
401 Iron Mountain Street
Iron Mountain, Michigan 49801

Interlibrary Loan Center
The Library
Western Michigan University
Kalamazoo, Michigan 49008

Kalamazoo Area Library System
Kalamazoo Public Library
Kalamazoo, Michigan 49003

Michigan State Library
735 E. Michigan Avenue
Lansing, Michigan 48913

Central Michigan Library System
Ingham County Library
Mason, Michigan 48854

Superiorland Library System
213 N. Front Street
Marquette, Michigan 49855

Raisin Valley Library System
3700 S. Custer Road
Monroe, Michigan 48161

Library Network of Macomb
21930 Dunham Road
Mt. Clemens, Michigan 48043

Chippewa Library League
301 University
Mt. Pleasant, Michigan 48858

*Muskegon County Library System
Muskegon County Library
Muskegon, Michigan

Blue Water Library Federation
210 McMorran Blvd.
Port Huron, Michigan

*White Pine Library System
505 Janes Street
Saginaw, Michigan 48605

Grand Traverse Area Library Federation
322 Sixth Street
Traverse City, Michigan 49684

*Wayne County Federated Library System
33030 Van Born Road
Wayne, Michigan 48184

MINNESOTA

Minnesota State Department of Education
Library Division
117 University Avenue
St. Paul, Minnesota 55155

Those marked with an asterik (*) did not respond.

MISSISSIPPI
Mississippi Library Commission
405 State Office Bldg.
Jackson, Mississippi 39201

MISSOURI
Interlibrary Loan Librarian
Daniel Boone Regional Library
Box 1267
Columbia, Missouri 65201

Missouri State Library
308 E. High Street
Jefferson City, Missouri 65101

Interlibrary Loan Librarian
Kansas City Public Library
311 E. 12th Street
Kansas City, Missouri 64106

Interlibrary Loan Librarian
St. Louis County Library
1640 S. Lindbergh Blvd.
St. Louis, Missouri 63131

MONTANA
Montana State Library
930 E. Lyndale Avenue
Helena, Montana 59601

NEBRASKA
Nebraska Library Commission
State Capitol
Lincoln, Nebraska 68509

NEVADA
*Interlibrary Loan Librarian
Learning Resource Center
Western Nevada Community College
Carson City, Nevada 89701

Nevada State Library
Carson City, Nevada 89701

Elko County Library
569 Court Street
Elko, Nevada 89801

*White Pine County Public Library
City Hall
Ely, Nevada 89301

*Interlibrary Loan Librarian
The Library
University of Nevada, Las Vegas
4505 Maryland Parkway
Las Vegas, Nevada 89109

Interlibrary Loan Librarian
The Library
University of Nevada, Reno
Reno, Nevada 89507

*Humboldt County Library
85 E. Fifth Street
Winnemucca, Nevada 89445

NEW HAMPSHIRE
New Hampshire State Library
20 Park Street
Concord, New Hampshire 03301

NEW JERSEY
*New Jersey State Library Dev.Bureau
185 W. State Street
Box 1898
Trenton, New Jersey 08625

NEW MEXICO
New Mexico State Library
Box 1629
Santa Fe, New Mexico 87501

NEW YORK
New York State Library
99 Washington Avenue
Albany, New York 12210

NORTH CAROLINA
North Carolina State Library
State Library Building
Raleigh, North Carolina 27601

NORTH DAKOTA
North Dakota State Library Commission
Bismarck, North Dakota 58501

Those marked with an asterik (*) did not respond.

OHIO

State Library of Ohio
State Office Bldg.
65 S. Front Street
Columbus, Ohio 43215

Interlibrary Loan Librarian
Toledo-Lucas County Public Library
325 Michigan Street
Toledo, Ohio 43624

OKLAHOMA

Oklahoma Department of Libraries
109 State Capitol
Box 53344
Oklahoma City, Oklahoma 73105

OREGON

*Dallas Public Library
Dallas, Oregon 97338

*McMinnville Public Library
City Hall
McMinnville, Oregon 97128

*Monmouth Library
238 W. Jackson Street
Monmouth, Oregon

*Newberg Library Association
503 E. Hancock Street
Newberg, Oregon 97132

*Interlibrary Loan Librarian
Learning Resource Center
Chemeketa Community College
4389 Satter Drive, N.E.
Salem, Oregon 97303

Oregon State Library
Salem, Oregon 97310

Salem Public Library
585 Liberty Street, S.E.
Salem, Oregon 97301

*Silverton Public Library
410 S. Water Street
Silverton, Oregon 97381

Woodburn Public Library
280 Garfield Street
Woodburn, Oregon 97071

PENNSYLVANIA

Pennsylvania State Library
Box 1601
Harrisburg, Pennsylvania 17126

RHODE ISLAND

Rhode Island Dept. of State Lib.Services
95 Davis Street
Providence, Rhode Island 02908

SOUTH CAROLINA

South Carolina State Library
1500 Senate Street
Box 11469
Columbia, South Carolina 29211

SOUTH DAKOTA

South Dakota State Lib.Commission
322 South Fort Street
Pierre, South Dakota 56501

TENNESSEE

Tennessee State Library and Archives
Nashville, Tennessee 37219

TEXAS

Texas State Library
Box 12927
Capitol Station
Austin, Texas 78711

Dallas Public Library
1954 Commerce Street
Dallas, Texas 75201

UTAH

Information Center
Whitmore Library
2197 E. 7000 Street
Salt Lake City, Utah 94121

Those marked with an asterik (*) did not respond.

Con'd. Utah
Utah State Library Commission
2150 South Second Street
Salt Lake City, Utah 94115

VERMONT
Vermont Dept. of Libraries
State Library Bldg.
Montpelier, Vermont 05602

VIRGINIA
Virginia State Library
Library Development Branch
Richmond, Virginia 23219

WASHINGTON
Washington State Library
Olympia, Washington 98504

WASHINGTON, D.C.
*Chief Librarian
The Library
Federal Trade Commission
Pennsylvania Avenue at 6th St., N.W.
Washington, D.C. 20580

*Chief, Library Services Division
The Library
Department of Transportation
TAD - 19
400 Seventh Street, S.W.
Washington, D.C. 20590

*Chief, Reference Librarian
Natural Resources Library
Department of Interior
Interior Bldg.
Washington, D.C. 20240

*Chief, Reference Librarian
The Library
Department of Commerce
14th & Constitution Ave., N.W.
Washington, D.C. 20230

*Chief, Reference Services
Smithsonsian Institute Libraries
Constitution Avenue & 10th St., N.W.
Washington, D.C. 20560

Head, Reference Librarian
The Library, Dept. of Justice
10th Constitution Ave., N.W.
Washington, D.C. 20530

*Head, Reference Librarian
The Library, HEW Department
330 Independence Avenue, S.W.
Washington, D.C. 20201

WEST VIRGINIA
West Virginia Library Commission
2004 Quarrier Street
Charleston, West Virginia 25311

WISCONSIN
Wisconsin Department of Public Instruction
Division of Library Services
126 Langdon Street
Madison, Wisconsin 53702

Media Retrieval Services
Pierce Library
University of Wisconsin - Stout
Stout, Wisconsin

WYOMING
Wyoming State Library
Supreme Court Bldg.
Cheyenne, Wyoming 82001

Those marked with an asterik (*) did not respond.

APPENDIX E

Sample Copy of the Questionnaire

ALA
Resources & Technical Services Division
RLMS TELEFACSIMILE COMMITTEE
TELEFACSIMILE SURVEY

TO:

FROM: Hans Engelke, Chairman
RLMS Telefacsimile Committee
Western Mich. University Libraries
Kalamazoo, MI 49008

1. Are you part of a telefacsimile network?
   (Circle one) yes no
   If yes, please give the libraries with whom you are affiliated at the end of this survey.

2. How long has the network been operating? _____

3. Type of telefax machines used in your library: _____

4. How many telefax machines in your library (or system)? _____

5. How long is each telefax machine in use each day:
   a. Over four hours: _____
   b. One to four hours: _____
   c. Less than one hour: _____

6. How much staff time do you assign to the operation of the telefax machine: time (in hours per day)
   a. Librarian _____
   b. Supporting staff _____
   c. Student _____

7. How much staff time do you assign to the verification of request, locating material, photocopying, and mailing: time (in hours per day)
   a. Librarian _____
   b. Supporting _____
   c. Student _____

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8. Do you primarily:
   a. Request materials from other libraries for your patrons? _____
   b. Fill requests for other libraries from your own collection? _____
   c. About half of each of the above. _____
   d. Other uses. _____

9. What is the average number of requests sent out each day on your telefax machine for books and/or journal articles (to be filled for you by other libraries): _____
   a. Approximate percentage of your requests which are filled by other libraries: _____
   b. On an average, how many libraries do you have to contact for each title before you hit one which can fill your request: _____

10. a. Average number of requests received each day on your telefax machines for books and/or journal articles (to be filled from your collection): _____

    b. Approximate percentage of requests you are able to fill: _____

11. How you send your materials (books, photocopies of journal articles):
    a. Mail _____
    b. UPS _____
    c. Courier Service _____
    d. Other (explain) _____

12. Do you have a special form that you use for the transmission of your requests or messages on the telefax machine? (Circle one) yes no

    If yes, would you enclose a copy when returning this survey?
    Thank you.

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13. How is your telefacsimile operation funded:
    a. From your budget _____
    b. Grant funds: State _____
    Federal _____
    Private _____

14. If funded by a grant, when does the grant expire? _____

15. Will you subsidize the telefacsimile operation from your own library budget when the grant expires? yes no

    If the answer is no, we assume the operation will be terminated at the expiration of the grant unless you explain otherwise.

16. What priority does your library give to funding a telefacsimile operation from its own budget over other library functions?

    High priority _____ Medium priority _____ Low priority _____

17. Do you think other means of communication, such as teletype or telephone would be more effective?

    Please comment:

List libraries affiliated with your telefacsimile network here:

_____

_____

_____

_____

_____